Sia
Silk Flowers & Gifts
West Palm Beach, Florida

Artisan POS Plus 3.1.00 - Beautiful Things - 12/10/2004 18:11
File Edit View Go Reports Tools Help
Artisan™ POS Plus 3.1.00
1 Cash Register
2 Inventory & Pricing
3 Customer Information
4 Accounting
5 Remote Operation
6 System Administration
7 Use Sample Data
0 Exit
Exit Artisan
Retail Sales • Payments • Credits • Layaways • Special Orders • Day-End
Station #1
© 1999-2005 CerTek Software Designs, Inc.
F1 = HELP

Designed for retailers by retailers.
Since 1999.

Point of Sale Artisan™ Software for Windows

Designed to work with QuickBooks & Peachtree Accounting

Cash Register • Inventory Control
Customer Tracking • Consignment

CerTek SOFTWARE DESIGNS, INC.

877-723-7835

www.certek.com

What Sets Artisan POS Apart From the Rest?

Point of Sale Artisan™ Software for Windows

Ease of Use: Others Say It - We Make it a Reality

Our expert programmers make it look simple - We go the extra distance to allow users to perform feats that they otherwise wouldn't be able to do.

- Artisan is easy to read with bold screens and larger fonts.
- Artisan uses consistent styles and command structure throughout.
- Intuitive design makes even complex tasks easy.

Artisan is a natural choice for volunteer based groups such as the Tampa Bay Performing Arts Center, the 7th largest performing arts center in the world - with 5 retail shops - all connected on a LAN.

Rentals - Rental Reservations - Late Fees

Track Items for rent, automatically calculate due dates, keep track of over bookings and outstanding rentals and charge late fees. Even track serialized items!

Online Store

Synchronize Inventory & Sales with OverCoffee Production's Online Shopping Cart.
This is a very powerful feature that many people have wanted to do, but without the hassle!

Work Remotely!

Take Artisan home, to a retail or trade show, or wherever and continue working just like you were in the office! Add records, change existing data, look-up information, or even ring up sales while the main site continues its daily operation. Then merge the two sets of data together.
This is an incredibly powerful and unique feature.

True Cost Accounting!

This feature is a rarity in POS Software.
In today's market costs and prices change daily. As your cost changes Artisan POS keeps track of previous costs and selling prices. You are now able to get a TRUE COST OF GOODS SOLD! Choose from either FIFO, LIFO, or Cost Average accounting methods.

Buy One Get One Free & Other Buy Some Get Some Specials ("BOGO").

Indicate how many they have to buy at regular price and how many more they can get at a percentage discount (up to 100%) or at a fixed price.
BOGO quantities can be combined across multiple items (or not, as you configure it).

Capture Customer Information from Driver's Licenses... without typing!

Swipe into customer record for name, address, ID#, birth date (DOB), and license expiration.
Not available in all states.

Employee Time Clock

Keep track of employee time worked & print reports.

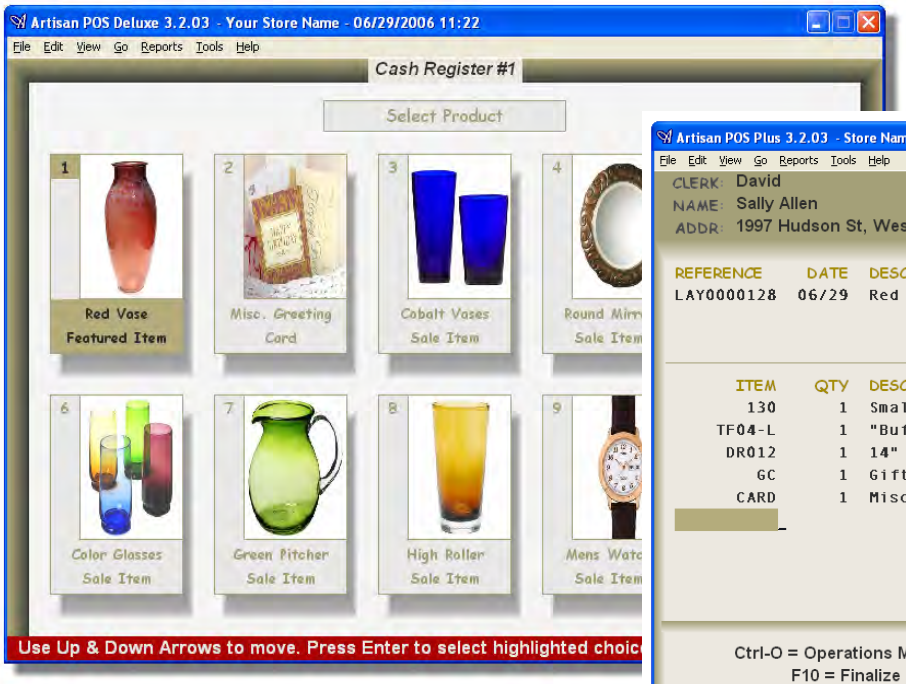
Create Custom Payment Types

For example, Room Charges with Name & Room #.

3rd Party Billing — Charge one customer's bill to another customer's account.

Automatic Billing — Automatically generate charges on a periodic basis or scheduled for a future date.

More... — The complete list of features is just ahead, keep reading!
Check out the back cover for more about CerTek, makers of Artisan POS.



Cash Register Screens
with "Cream" Color Scheme

Artisan POS Plus 3.2.03 - Store Name Goes Here - 06/29/2006 10:52
File Edit View Go Reports Tools Help
CLERK: David
NAME: Sally Allen
ADDR: 1997 Hudson St, Westfield, IA 20482
Cash Register #1 (SAMPLE)
4 units
1 WAITING
REFERENCE DATE DESCRIPTION S TOTAL BALANCE DUE PAYMENT
LAY0000128 06/29 Red Glass Vase R 321.00 196.00 0.00 0.00
321.00 196.00 0.00 0.00
ITEM QTY DESCRIPTION PRICE DISCNT T AMOUNT
130 1 Small Envelopes 4.50 -0% Y 4.50
TF04-L 1 "Buffalo" Tee - Large 20.00 -0% N 20.00
DR012 1 14" Round Mirror 70.00 -0% Y 70.00
GC 1 Gift Certificate 100.00 -0% X 100.00
CARD 1 Misc. Greeting Card 4.00 -0% Y 4.00
Ctrl-O = Operations Menu • F4 = Edit Customer Info
F10 = Finalize Sale • F11 = Quick Pick
SUBTOTAL: 198.50
7% TAX: 5.50
TOTAL: 204.00
AMOUNT DUE: 204.00
Type or Scan Item Code. (F2=Search, Alt-F2=Power Search, Ctrl-F3=Add, Ctrl-F4=View/Edit) F1 = Help

"Quick Pick" Screen

Sales Entry Screen with Pending Layaway

Windows Based - Easy to Use - Easy to Read

Standard Features in Artisan POS Plus

- **Sales & Invoicing** (Retail and/or Wholesale) w/Commissions
- Customer Tracking, **Mailing Lists,** Customer Pictures
- **Customer Sales History**
- **Inventory Control** with or w/o Bar Codes
- **Easily Create your own Bar Codes**
- Purchase Orders w/Reorder Levels or Receive w/o PO

- **FIFO/LIFO/Average Costing**
- Consignment Sales
- Accounts Receivable w/Flexible Terms
- **Gift Certificates, Layaways, & Store Credit**
- **Special Orders** & Custom Orders
- Internal Use "Sales" & other Inventory Adjustment Categories
- **Scheduled Sale Dates**
- **Import Products & Customers from other systems**
- Import (and update) **Vendor Catalogs & More**

- **Price Lookups**, "Quick Picks", & "Smart" (Merchandise) Returns
- **Multiple Sales** at same time & **Large Sales** (up to 99,999 lines!)
- Multi-level Inventory Categories
- **Flexible Pricing Models** and Multiple **Price Levels** with Automatic Price Markup Options
- Designed to work with QuickBooks & Peachtree Accounting

Available Add-On Features

- **Multi-Store Capability**
- Inventory Transfers between Independent Stores
- **Multiple Registers** and/or Workstations
- **Integrated Credit Card Processing**
- **Picture Framing Module** for Custom Frame Shops
- **Online Store** (Synchronize Catalog & Import Sales)

Deluxe Edition Features

- **Multiple Vendors** per product
- Product Variants ("**Size/Color Grid**")
- Rentals & Late Fees & **Rental Reservations**
- Inventory Kits & Track by Location, Serial Numbers
- Automated **Loyalty Clubs** (Frequent Buyer Program)
- **Gift Registry** w/Gift Due Feature
- Employee Time Clock
- BOGO and other discount/coupon models
- Remote Stations (merge changes into main database)

Hardware Accessories

- Electronic Cash Drawers & Receipt Printers
- Bar Code Scanners & Label Printers
- Touch Screens
- Pole Displays (Displays prices to Customers)
- Credit Card & Check Readers & PIN Pads
- Portable Data Terminals (PDTs) - Use a PDT for POs, Receiving, Physical Counts, Sales Entry, Gift Registry Use Product Lookup Tables to Validate Items as you Scan
- Up to 6 Printers per Computer
- Electronic Scales, Specialty Keyboards, & More
- Measuring Table Label - Print measurements on a special bar code without the need of a computer.

Artisan™ POS Version 3.5
DETAILED FEATURES LIST

Point-of Sale (POS)

- **Sales Entry:** Sales can be rung up easily using bar codes, or by typing the item code (SKU) on the keyboard. Item descriptions, prices, discounts, and tax rates are retrieved automatically. Any of these fields can be overridden once retrieved.
- **Item Lookup:** Lost the tag? Easily search for items using partial descriptions, UPC codes, partial item codes, or other searches.
- "**Power Search**" allows an extra level of searching. Filter by selecting criteria, such as items from a particular vendor, then search those by description, for example.
- "**Quick Pick**" **lets** you quickly ring up common items by choosing from a "button" menu, with optional product pictures.
- **Abbreviations** can be created for frequently used items that convert into real item codes.
- "**Touch-Screen Buttons**": Supports **hierarchical** menus by including (selected) categories as well as products. Great for touch screen, but also works without.
- **Shortcut keys** let you quickly adjust quantities or perform other special functions.
- "**Waiting Sales**": When a customer delays at check-out, simply suspend their sale with a single keystroke while you ring up other customers, resuming waiting sales when customers are ready. You can have up to 99 sales waiting!
- "**Special Sales**": Full support for layaways, special & custom orders. Configure minimum deposit by percentage or specific amount (managers can override). Cash Register screen lists customer's outstanding layaways & orders, for easy payment.
- **Gift Certificates:** Print or use pre-printed. Track by number, issue date & amount. Automatic or manual numbering.
- **In-House Gift Cards:** Like Gift Certificates or Customer IDs, use pre-printed cards w/barcodes or mag-stripes. Call for Specs.
- "**Smart Returns**": Entering a Merchandise Return in the Cash Register gives you a menu of past sales of the returned item, so you can pick the right sale and get the exact sale price, discount, and cost.
- "**Store Credit**": Issue Store Credit to customers for returned merchandise when cash refunds are not desired. Remaining Balance & Expiration Date print on credit slip. Partially consumed credit slips reprinted with new balance.
- **Custom Forms**: Receipts, sales slips (invoices), and price tags can be customized to suit the theme of your store.
- **Add Sales Notes**: Insert extra notes, or "description lines", anywhere in the invoice, or rearrange existing lines.
- **Pictures**: View product & customer pictures right from the Cash Register screen, with a single keystroke.
- **Shipping Address**: Optional shipping address defaults to customer's shipping address, but can be changed per sale.
- **Back-Order** function moves selected items from one order to a new pending order & lists B/O items on original invoice.
- **Item Count**: Cash Register displays count of total units in the upper-right corner of the screen and can print them on receipts.
- **Recall & Reprint** completed sales. Recalled sales can be modified or voided at any time (with authorization).
- Put sales "**on hold**" to create quotes/estimates. Copy previous sales & modify as necessary to make a similar sale again.
- **Driver's License Capture**: Instantly capture customer information off a Driver's License by swiping or scanning 2D bar code.
- **Internal Use:** "Sales" & Donations and other special inventory adjustments are categorized in reports for your accountant.
- View **customer purchase history** directly from Register screen, and even copy previous items onto new sale.
- Option to **view total cost & profit margin** for current sale. (Helpful when negotiating discounts.)
- **Add new** customers, inventory items, inventory categories, and vendors directly from the point of sale.
- **No limit** on the number of line items on a sale or different tender types (cash, check, etc.) - use up to 6 on the same sale.
- **Custom payment types** can prompt for extra info, like "Room #".
- Optional **cash drawer** automatically opens at end of sale (for selected payment types) or **Quick-Open Drawer** at any time.
- Pole Displays ("**Customer Displays**") allow customer to see items as they are rung up, as well as total due and change.
- **Price Check** feature allows you to lookup prices without affecting or starting a sale. Eliminates the excuse for voiding sales.
- Option to **re-sort lines on sale** by Item Code, Vendor Part Number, Description, or your own Catalog Order.
- You can also **enter sales with** a portable data terminal (**PDT**) or perform price & quantity checks without using a computer.
    - Helps reduce register lines during peak hours, scan the items into the PDT, and quickly transfer to the register.
    - Also great for Gift Registry, Trade Shows, Crop Sessions, or other special events.
- **Donation feature** allows you to round up the total to the next dollar for a donation to your organization or charity.
- **Buy From Customer:** Items ring up at cost instead of price and add to stock. Print checks right on the spot.
- **Age Verification:** Make sure customers are the appropriate age to purchase products. Uses driver's licenses where available.
- **Weight Scales:** Weigh items at the POS from built in scales or scale/scanner combinations. Great for produce.

Sales Tax

- **Configure** up to **ten sales tax types**, each with its own tax rate (with up to 3 decimal places).
    - Options for jurisdictions with more advanced rules, such as minimum thresholds and rounding up, down or nearest.
    - Option to have prices include sales tax. ("Real" sales price is back-computed by subtracting tax from visible price.)
    - Handles special cases for Canadian dual taxes and Hawaii excise tax.
- Each **inventory** category can be set to one of the tax types, to non-taxable, or to non-sales (non-sales income w/no tax).
    - By default, sub-categories inherit this setting from their parent categories.

Rentals

- **Rental Items**: Support for Rental Items, including Due Date calculations and Late Fees and Reservations.
- **Rental Report**: Report rentals past due, outstanding, or reserved for future events, by customer or by item.
- **Overbooked Items**: Check for overbooked rental reservations as they are entered, or review later.
- **Rental History**: Get history & current counts of rental items in stock or rented out.
- **Rental Pricing**: Set up prices for different rental periods, or set per-diem price (price per day) & prompt for number of days.
- **Rental Options**: Optionally establish price multipliers for rental periods in addition to rental templates. Option to always make rental reservations instead of all rentals being assumed for immediate pickup.

Inventory Control

- **Track Inventory** from end to end with purchase requests, purchase orders, receiving, sales, layaways, and returns. View the entire history of stock changes for any inventory item code. Inventory quantities always available in real-time.
- "**True Costing**": Calculates Cost of Goods Sold (COGS) by FIFO (First In, First Out), LIFO (Last In, First Out), or Avg. Cost Method.
- **Vendor Invoices**: Associate received inventory with Vendor Invoices and include shipping costs, for accurate costing.
- **Shipping Costs**: Automatically distributed across all items on a Vendor Invoice.
- **Associate** each inventory item code (SKU) with an inventory category, one or more vendors, and optionally a manufacturer.
- **Department/Category Structure:** Define your own multi-level category scheme, with up to 9 levels of sub-categories. Reports can summarize sales by category, with roll-ups to a specific level.
- "**Work on the Fly**": Add or modify inventory items, categories, and vendors on the fly from any item selection screen.
- **No practical limit** on number of inventory items, categories, vendors, or manufacturer/publishers.
- **"Advanced" Inventory** Features – (Included with the Deluxe Edition)
- **"Multi-Vendor"** – Keep track of separate part numbers & standard costs for the same product. Designate one vendor as the "Preferred Vendor" from who you normally order. View average shipping cost per vendor for each product. Receiving and sales reports are based on actual vendor for each received unit (w/option to use Preferred Vendor in some cases).
- **"Product Variants"** (a.k.a. Color/Size Grid) – Lets you easily manage collections of similar products. Multiple templates with up to 9 attributes (Size, Color, etc.) each. No limit on the number of choices per attribute. Choices appear in pop-up menus when base product code selected (or scanned) in Register. Any base product can use any template. Price, cost, etc. can be set individually for each variant, or can be set to automatically track changes in the base product.
- **"Inventory Kits"** – Define inventory items as collections of other items; component inventory quantities automatically updated. Optionally list components on customer invoice and/or packing slips. Automatically computes kit Cost & List Price as sum of component Costs & Retail Prices. Supports nested "kits of kits".
- You can even have **Variants of Kits**, with kit components either specified manually or constructed from the template.
- **Track inventory by** location (e.g. multiple warehouses), for selected items. Keeps track of quantities at each location.
- Create ***non-inventory* locations**, for "virtual" locations like an Internet Store or a Sidewalk Sale. Requires Multi-Store.
    - **Transfer inventory** between locations/stores using independent copies of *Artisan*. **(See also MULTI-STORE.)**
    - Track individual **serial numbers** or **limited edition** numbers for selected items.
- **Less Cryptic**: Use **Alphanumeric** item codes, category codes, vendor codes, and manufacturer/publisher codes.
- **Numbering:** Choose new codes manually or let the program pick the next available number (or other style code) for you.
    - 10 automatic **item** coding schemes available. 2 vendor coding schemes (including Vendor Initials).
    - Optional per-**vendor** or per-manufacturer UPC code prefix saves typing when entering new items.
- **Inventory defaults** settings allow for quick entry of new inventory. Copy function lets you make similar records even faster.
- **Item Lookup:** Inventory retrieval by bar code, item code, description, category, or vendor enables fast and easy lookup.
- Store **product pictures** for use with an online store or for display from the Cash Register or while viewing an Item Record.
- **Case Quantities** lets you order merchandise by the case (or box, roll, etc.) but sell individual pieces.
    - Piece cost is automatically computed from the case cost and case size (accurate to 3 decimal places).
- Place a **Pop-Up Note** on an inventory item, for up sell or other reminders. Appears in the Register when item is rung up.
- **Merchandise Tags:** Print merchandise labels with or without bar codes and/or graphics. Print labels for a single item, selected items from a list, groups of items matching certain patterns, all items in stock, or when merchandise is received.
- **Item location** field can be used to locate the storage bin or stock shelf for each type of stock item.
- Up to **5 custom fields** in each item record can be given any name you want.
- **Multi-line memo** fields in item and vendor records let you keep notes for later reference.
- **Searchable Keywords** fields in item and vendor records give you another way to organize your inventory.
- **Inventory Summary Report** by item, category, vendor or location, as of a specified date.
- **Physical Counting:** Full support for physical inventory counting w/Portable Data Terminals (see BAR CODES) or Tally Sheets.
- **Tracking Options:** Turn inventory tracking on or off for individual items.
- **Out-Of-Stock Warnings:** Automatic Out-Of-Stock checks warn you when you try to sell an item with zero quantity and offers options such as correcting incorrect counts, marking merchandise as received, or reserving against future orders.
- **Item Status:** Mark items as Discontinued, Temporarily Unavailable, or Non-Stock, to force an extra confirmation before use.
    - **Discontinued** items can be hidden from search lists.

Multiple Stations

- (Registers & Other **Computers**) (requires additional licenses)
- Up to 99 stations **per** site can share data over a network or operating remotely.
  - Connect to data using UNC network paths (\\computer\share\...) or mapped network drives (R:\).
  - Artisan automatically re-connects to its data after a network failure.
- You can also use **individual** stations remotely, e.g. at a show or customer site, then sync up with main or site data on return.
- Remote merge & **prepare** operations (for stations *or* sites) can be started manually or using automated scripts.
- Connect directly to network to go remote & merge back, or send data by floppy, zip or flash disk, Internet or modem. Internet and modem communication require special software and/or Internet services or equipment.

Multi-Store

- **Multi-Store features Requires the Purchase of Multi-Store Licensing**
- You can **have *non-inventory* locations**, for "virtual" locations like an Internet Store or a Sidewalk Sale.
- **Share Data**: Share the same data across multiple sites (stores, warehouses, or departments), directly connected or remotely.
- **Per Site Settings**: Each site can have their own store name & address, default sales tax type, and selected other settings.
- **Per Site Day-End**: Day-End closings are independent for each site and deposits can be made into separate checking accounts.
- **Combined or Individual Reports**: Sales/Inventory reports can show totals and/or breakdowns by site (or register station).
- **Each Site has a "File Server"**: Stations at remote sites share data within site, over a local network (LAN).
- **Reduced Data Transfer**: Remote site data is periodically synchronized with main data (in one piece, no matter how many stations).
- **Site Recovery**: Even if synchronization fails (due to Internet outages), you can reactivate your data & continue operation.
- Optional **Per-Location Purchasing & Receiving** with per site re-order levels (or make them all the same).
  - Reorders, Special Orders, and other Purchase Requests are associated with their original locations.
  - Combine requests from all locations on a single PO and automatically distribute or redistribute as necessary.
  - Option to transfer inventory immediately or create a pending transfer both with a printed Transfer Manifest.

Online Store

- Synchronize **Inventory** with Vision Technology's Online Shopping Cart. (www.visiontm.com)
  - Manage product prices, descriptions, etc., all from within Artisan and then easily publish to website.
- Sales are **transferred** from Online Store into *Artisan POS* for processing. *(Requires Deluxe Feature Pack.)*
- Import/Export Functions may work with other shopping cart solutions. Sales *Import requires Deluxe Feature Pack.*
  - Store seven product pictures for use with an online store or display in Cash Register or while viewing an Item Record.

Payment Processing

- **Integrated**: Optional integrated payment process lets you authorize credit cards (and other payment types) directly through *Artisan* w/o a separate bank terminal. (Requires purchase of additional software/service, and a magnetic card swipe reader. MSR not required for manual card # entry, e.g. phone orders.)
- **Secure**: Artisan version 3.5 is **fully compliant with PA-DSS** Credit Card Industry Standards.
  - Credit card numbers are always **masked** to show only allowed digits.
  - Sensitive card data (swipe data, security codes, and full card numbers) are **never stored** on disk.
  - Separately-purchased **Card on File** feature stores card info on *external* secure server for **later re-use**.
  - Optional **encrypted** card reader for additional security.
  - All payment transactions logged in Artisan (as well as external software).
- **Comprehensive:** Process **Voids** and **Voice Authorizations** directly in Artisan. Address Verification (**AVS**) and Security Code (**CVV**) for card-not-present cases, with **zero-dollar pre-auth check** (ZDA) for supported Processors.
- **Debit**: Also supports debit card transactions using a **PIN Pad**, with optional **Cash Back** amount.
  (For debit cards with the Visa or MasterCard logo, a PIN Pad is not required, but will probably save you money because you get a transaction fee instead of paying a percentage.)
- **EBT:** Support for Electronic Benefits Transfer.
  - Automatically restricts EBT SNAP (Food Stamps) to allowed merchandise categories.
  - Also supports EBT Cash Benefits, with optional Cash Back amount.
- **Check Processing**: Supports check processing, with selected Processors & Processing Methods:
  - Check Verification – Simply lets you know if customer has a history of bad checks.
  - Check Guarantee – If customer doesn't have bad history and check bounces, you get reimbursed.
  - Check Conversion ("Truncation") – Check amount is immediately transferred from customer's bank account to yours.

Barcodes

- **Efficient**: Increase speed and accuracy by use of inexpensive hand held or fixed mount scanners.
  - **Most Models Supported**: Supports all popular keyboard-wedge and USB and some serial bar code scanners, including fixed mount scanners with scales.
  - **Beyond the Register**: Many *Artisan* program screens are optimized for entering items by scanning.
- **UPC**: You can use existing UPC codes (or other bar codes) if your merchandise comes with bar codes already on it.
  - Just scan this code into your Item Record as an Alternate Code for looking up the item.
  - Program up to 5 codes per item. Useful when alternate suppliers use different UPC codes.
- **Print your own bar code labels** (created automatically from your own Item Codes) for products without UPC codes.
  - Enter quantities to print, or automatically print as needed for quantities of merchandise received.
- **Print Labels**: Two ways to print labels (with or w/o bar codes):
  - Print individual labels, using specialized label printers (***recommended***).
  - Print full sheets of labels using a laser or ink jet printer.
- **Random Weight**: Support for Random Weight UPC Codes printed from electronic scales. Back-computes quantities for inventory tracking. Also works with miscellaneous unit pricing.
- **Portable Data Terminals** with built-in bar code scanners let you walk around the store or stock room and scan a whole list of items before uploading into the computer. Use for inventory counts, receiving, sales orders, POs, and gift registries.
  - Use Product Lookup Tables (w/selected PDT models) downloaded from your *Artisan* data to validate items as you scan them and show Description, Retail Price and optionally Qty On Hand on the PDT screen. Also use for price checks.
    - Use Lookups even w/very large inventory data, by downloading & scanning in groups by Category, Vendor, etc.
  - Supports Measuring Table Labeler – Prints item & quantity measurement bar codes without requiring a PC at cutting table. (PDT and Label Printer w/Special Software sold separately.)

Consignment

- **Specify Individually**: Mark items as consignment items; specify consignee/consignor splits instead of price markup formulas or specify specific costs; specify splits at item or vendor level. Vendors can have a mix of consignment and owned items.
- **Consignor Payout Statements** show items sold and amount due to each vendor.
  - Optionally include a list of remaining items in stock. Optionally list sold items by date sold or by customer.
  - Formatted for window envelopes, or use option to automatically print mailing labels.
  - Option to automatically export consignment statements to your accounting program as Bills Due.
- **Consignment Items in Stock Report** searchable by item code, description, etc.
- **Consignment Share**: For each consignor, choose whether split is based on standard retail price or on actual sale price.
  - List either price, or both, on Consignment Payout Statement.
  - Optionally deduct estimated credit card processing fees and/or monthly space rental fee from consignor's split.
- **Consignment Fill-In Price Model**, ideal for craft malls, allows you to create generic consignment items (typically one per vendor) that automatically move you to the description and then price fields in the Cash Register.

Customer Management

- **Drivers License:** Capture customer Name, Address, DOB, etc. by swiping Driver's License with a magnetic stripe or scanning 2D bar code. Supported in most, but not all states.
- **23 Lookup Fields**: Quick lookup of customers by first or last name, business name, street address, last 4 digits of phone number, ID #, or 16 other search options. Sound-alike option lets you find names even if you don't know the exact spelling.
- **Results Narrow as You Type**: Type only as many characters as needed to find customer in list.
- **ID Cards**: Optionally use bar-coded ID cards & some types of magnetic stripe customer cards to quickly identify customers.
  - You can set "club" discounts to apply only when customer card used (or Customer ID keyed in manually).
  - Use multiple customer cards (with different IDs) for the same (family) Customer Record.
- **On the Fly**: Add or modify customer records on the fly from any customer selection screen.
- **No practical limit** on number of customers.
- **Purchase History**: Track customers' purchases and maintain sales data for many years.
- **Store Credits**: Track outstanding merchandise credit slips by customer.
- **History**: **View** customer purchase and payment history by totals or by individual transactions.
  - "YTD" (Year To Date) sales as well as total sales directly in Customer Record.
- **Edit/Add in Cash Register**: View and edit detailed customer information from point of sale.
- **Pop-Up Note:** Tag special or problem customers with a Pop-Up Note that displays on the Cash Register screen.
- **Notes:** Multi-line memo field lets you keep additional notes about customers. **5 *searchable* custom fields** for your own use.
- **Two Birthday fields** and an Anniversary date. Per-customer shipping methods, account terms, and discounts.
- **Pictures:** Store customer pictures for display from the Cash Register or while viewing a Customer Record.
- **Mailing List:** Create specialized customer mailing lists and labels. (See MAILING LIST MANAGEMENT.)

Accounting

- **QuickBooks or Peachtree**: Optionally export Daily Sales, Inventory Summaries, Accounts Receivable, Accounts Payable, COGS, to accounting programs, such as QuickBooks®, Peachtree®.
  - **QIF**: Also works with most programs that support import from QIF format files (incl. Quicken 2004 or older).
  - **Flexible Control**: Configure Artisan to match your Chart of Accounts, with flexible control over level of detail.
  - **Daily or In Batch**: Once configured, export at the touch of a button, automatically during Day-End Processing, or for any range of dates. Date ranges or in 1 file, broken down daily.
  - **Accounts Payable:**
    - **Vendor Invoices**: Reconcile Vendor Invoices with Receiving to make sure what you are paying for is what you received.
      - Multiple configuration modes for handling Accounts Payable:
        - **Export vendor invoices & consignment statements as bills due.**
        - Export consignment statements only – as bills due.
        - Immediate A/P transactions for **receiving** & consignment sold.
        - **Choose to Opt Out** and turn off **exports** for A/P or receiving (Enter bills & statements yourself).
  - **Deposit Transactions:** Optionally Artisan can automatically enter deposit transactions, saving even more steps.

Accounts Receivable

- Optionally works with **QuickBooks** or **Peachtree**.
- **Open Accounts**: Full support for Open Accounts with aging.
- **Payment Terms**: Create multiple payment terms, each with their own # of days due, grace days, finance charge rate.
  - **Installment Terms:** Use multiple payment terms with different due dates to schedule installment payments.
- **Statements**: Print customer account statements on standard or custom forms, or get a quick summary with the A/R Aging Report.
  - Choose “Open Item” or “Balance Forward” statement style. Optionally include invoice line item details, too.
  - Open Item style lists all unpaid or recently-paid invoices, credits, and finance charges, with associated payments.
  - Formatted for window envelopes, or use option to automatically print mailing labels.
- **Aging**: Configurable aging intervals and headings, or use “Revolving Credit” with Minimum Payment Due, etc.
- **Messages**: Configurable dunning messages let you get more insistent as payments become increasingly overdue.
- **Third-Party Billing**: Optional support for Third-Party Billing: charge one customer’s bill to another customer’s account.

Register Close-Out & Sales Summary Reports

- **Special tools** make end of day processing easy and efficient.
  - **Cash Counter**™ helps you quickly determine cash totals at end of day. Simply enter the number of each denomination of coin and bill. Currently supports US and Canadian denominations.
  - The **Tender Summary** screen shows expected payment totals. Easily make adjustments for over/underage.
  - **Day-End:** Automatically print or preview Day-End sales summary report w/optional detailed transaction journal.
  - **Shifts:** Supports either simple day-end closing or multiple shifts, with separate subtotal reports per shift.
  - **Per-Register Breakdown:** Full Day-End shows total for all registers with optional per-register breakdown.
  - **Audit:** Report lists voided sales (so you can account for all slip #s) and “no-sales” (drawer opened w/o sale).
  - **Fees:** Option to automatically deduct estimated credit card processing fees from bank deposit amounts.
- **Day-End & Month-End** reports can include breakdowns by inventory item, category, vendor, sales rep, customer, etc.
  - **Roll-up:** Sub-category numbers are rolled up into higher-level categories. Choose how many levels deep to show.
  - **Sales by Hour:** Optionally include a breakdown of sales by hour to determine optimal staff allocation.
- Optionally **export daily sales** and inventory summaries to accounting programs, such as QuickBooks®, Peachtree®, and most programs that support QIF files. Export automatically during Day-End closing, or for any range of dates.

Automatic Billing

- **Automatic Transactions**: Enter any transaction to re-occur on a specific date automatically or on a periodic basis.
- **Payment Interval**: Set a specific number of payments, or perpetual billing, at intervals of any number of months.
- **A/R**: Charge on account (A/R)
- **Credit Cards**: Charge credit cards on file (Integrated Payment Processing option & “Card on File” feature, sold separately).
- **Summary Report**: Lists failed credit card charges and orders that need further processing.
- **Card Expiration Report**: Run a report on credit cards that are soon to expire.

Employee Time Clock

- Keep track of the times that your employees are working.
- Employee's **clock** in and out using a simple keyboard function and their existing *Artisan* user names and passwords.
- Managers can **view** In/Out Board showing each employee's status and most recent time in/out.
- Managers can view/edit/add/delete from list of all time clock entries for all employees.
- Report time **worked** in Employee Time Clock Detail by Date Range, or summarize in Day-End and/or Month-End Report.
- Option to **round** time worked to nearest 15 minutes, or other number of minutes.

Gift Registry

- **Beyond Bridal**: Keep track of Bridal Registries, general Wish Lists, or other events. Lookup by name, number or date.
- **Registry Items**: Register desired products and quantities. Enter items by keyboard, scanner, or Portable Data Terminal.
- **Print List**: Print out registry item list for gift givers when they are in the store. Items & quantities sold are marked as received.
- **"Gift Due" Feature:** Sell item directly out of inventory, or mark as a "Gift Due", with credit to registrant. Registry printout can optionally include list of customers who purchased each item. Sort by Category, Price or Description.

Import/Export

- Import/export inventory and customer records from/to the following file formats:
  - CSV (comma-separated text) – opens easily in any spreadsheet program
  - TXT (tab-delimited text)
  - TTX (tagged text, similar to QuickBooks IIF format)
  - DBF (native FoxPro or dBase database format)
- Reusable Import Templates let you easily control how import file fields are mapped into *Artisan* fields.
  - The import filename and all mapping options are saved in the Template for easy re-use later.
    - Particularly useful for importing catalog updates from vendors.
- See "**Accounting**" for info on exports to Accounting Programs like QuickBooks & Peachtree Accounting.
- Export Sales Counts to Nielsen SoundScan. *(Requires* Deluxe *Feature Pack & account w/Nielsen.)*
  - Export Sales Data to Management One for Open-To-Buy. *(Requires Deluxe Feature Pack & account w/Management One.)*

Item Pricing

- **Flexible Pricing:** Pricing can be driven from several points:
  - Set manually in each item record, or pick a specific price chart to use for that item, or
  - Inherit a pricing markup/down formula or price chart from the associated Category, Vendor, or Manufacturer record, or
  - Create special "Fill-In Price" items that prompt the clerk to fill in the price at the time of sale.
- **Flexible Discounts:** Set discount levels at the Category or individual Item record level, or use a Quantity Discount chart.
- **Discount by Amount or Percent:** Items may be discounted by a percentage or by a fixed amount, specified by Item or Category, or by using a coupon.
  - Coupons can discount by a fixed amount or by a percentage of the entire sale**.**
- **Overrides**: Price and discount overrides can be performed at the time of a sale. Discount individual items or the entire sale.
- **Sale Dates**: Schedule Sale Dates by date range for discounts at the register for Categories of items or Individual items.
- **Price by Vendor or** Category: Automatically update costs and prices for all items in a specific category or from a specific vendor. Each item can "Opt-In" or "Opt-Out".
- **Price Levels:** Supports up to 6 price levels, or "customer types," (e.g. Retail, Wholesale, and Frequent Buyer Club).
  - You pick the names for each customer type, and assign one of these types to each customer.
  - For price levels 2-6 for each Item, set price manually or using percentage markdown from Retail or from another price level. Use overall default percentage or override per Category.
  - Price levels can show on sale as discounts or as alternate prices (with option to show the Retail Price, too).
  - Set default price level per site, so each location can have different prices.
  - Each Customer can have an additional individual percentage discount off of their price level.
  - Monthly sales reports include breakdown by Customer Type (gross sales & total markdown).
- **Sales Tax in Price**: Option to have price include sales tax.
- **BOGO**: Buy One Get One Free & other Buy Some Get Some Specials ("BOGO").
  - Set up an unlimited number of BOGO "Charts":
    - Indicate how many they have to buy at regular price & how many more they can get at a percentage discount (up to 100%) or at a fixed special price.
    - BOGO quantities can be combined across multiple items (or not, as you configure it).
- **Surcharges**: Automatically add a percentage of entire sale (such as a **delivery charge**) or specific amount (**bottle deposit**).

Loyalty Clubs

- **3 Separate Clubs:** Create up to three loyalty clubs to track customer purchases for automatic rewards.
- **Control:** You control which types of customers are included in each club, how "points" are earned (by amount purchased, number of items purchased, or number of sales), and when and how they are rewarded.
- **Rewards** can include automatically printed coupons and/or discounts or special pricing (by changing Customer Type).
- **Quickly Check Point Values:** View accumulated points from Customer Record More Info or Cash Register Shift-F4.

Mailing List Management

- **Export:** Export customer information to other applications or print mailing labels directly from Artisan.
- **Interfaces** with **stamps.com**™ to print postage and addresses directly on envelopes.
- **Print: Print** mailing labels on standard page printers with Avery-compatible labels, or on supported label printers.
- **Eliminate duplicate** mailings by automatically finding and merging records with similar addresses.
- **Fix Addresses:** Locate customer records with missing or incomplete addresses.
- **Target specific customer profiles** using advanced search features. Select a list of customers by any or all of the following:
    - Customer type (e.g. Retail, Wholesale, etc, or Any).
    - Birthdays or anniversary date.
    - Purchase history for any range of dates, based on number of items, or average, max, or total purchase price.
        - Optionally narrow down to a specific item, category (including sub-categories), vendor or artist.
    - City, state/province, full or partial ZIP/postal code, or country.
    - Include or exclude customers based on Keywords found in the keyword list in the customer record.
    - Date customer was added to the program.

Merchandising Reports

- Incredibly **useful Merchandise Performance Report** that gives you detail or summary information.
- **Buy Smarter:** Powerful tools that help you buy smarter:
    - Inventory Turns, Gross Margin Return on Investment (GMROI), Initial and Maintained Markups
    - Average prices, On Order, Mark Downs, Beginning and Ending Inventory, Sales, Net Received, Gross Profit
- **Discriminate:** Filter on particular categories, vendors, items, and manufacturers.
- **Powerful Summing Options:** Summarize & group reports by item, category, category tree, vendor, or base product, with 3 levels of grouping.
- **Customizable** Merchandising Reports with advanced analysis built in.

Printing

- **Six Printers:** Handles up to six printers per station. Associate specific printers with particular reports or receipts.
- **Receipt Printing:** Configurable Sales Slip Styles give you comprehensive control over the number and styles of sales slips to print, either by automatic rules or by presenting a menu at the Point of Sale.
- **Multiple Copies:** Can be set to print an extra receipt for signature when credit card payment selected or print on different forms and/or printers based on payment type (e.g. On Account), customer type (e.g. Wholesale) or other criteria.
- **Gift Receipts:** Includes options for gift receipts (for single items or entire sale) and packing slips.
- Use an **auto**-cutter between copies, or have the program pause while you tear off each copy.
- Quick **Reprint** function automatically recalls and reprints last receipt.
- Completely **customizable** forms, which can be configured to your specific needs: sales slips (invoices), purchase orders, receipts, order forms, customer forms, labels, reports and statements with reminders. Use plain text or Rich Text Format (RTF) templates. RTF forms can be printed directly or opened on screen for saving or emailing. *Some RTF forms require Microsoft Word or similar word-processor program.*
- **Standard forms** for purchase orders and statements are laid out to work with single or double left window envelopes.
- **Mailing lists** and customer & vendor labels are easy to create and print.
- Most forms and reports can be previewed on the screen before printing.
- Variable column width register receipts including 40 column receipts from small receipt printers.
- **Check Printing**: Print checks for Check Pay-Outs and Consignment Statements using voucher check or custom forms.
- **Supports most printers** including dot matrix for use with duplicate forms.

LABEL PRINTERS (Recommended)

- **Rolls of Labels**: Supports selected bar code label printers. Avoids wasting partly used label sheets.
    - You can even have two label printers loaded with different kinds of labels.
- **Special Tags:** Print merchandise item labels in a variety of shapes, sizes, layouts, & colors, ***including jewelry & clothing tags***.
    - Optionally include "cost codes", printing costs in code (letters), so salesperson can have a basis for negotiation.

Purchasing & Receiving

- **Purchase Requests**: Create Purchase Requests to remind you to reorder, or use reorder levels to create them automatically.
- **PO from Requests**: Combine all purchase requests for a vendor into a Purchase Order automatically and adjust as necessary.
- **PO Dates**: PO starting & cancellation dates help you to better control seasonal inventory better.
- **Reorders**: Quickly and easily reorder items using the vendor name or item code, with or without Purchase Requests.
- **PO screen** shows quantity already available (unreserved on-hand plus on-order) to help you decide how many to order.
- **Easy access** to full item details to make further decisions.
- **Easy Receiving**: Receiving screen shows outstanding items. Enter actual received quantities or receive all items for a PO.
- **Inventory Quantity Updates**: Received quantities automatically added to inventory.
- **Print Labels**: Automatically print merchandise labels for a whole receiving batch.
- **Receive Without PO**: You can also receive items without Purchase Orders, in a batch or from individual Item Records.
- **Shipping Costs**: Optionally track shipping costs in *Artisan*, at time of Receiving, or when Vendor Invoice received.
- **Vendor Invoices**: Match Vendor Invoices to received inventory for export to accounting programs as Bills Due.
- **Item Costs**: Update product costs directly from Purchase Order & Receiving screens.
- **Re-Sort PO**: Option to re-sort lines on PO by Item Code, Vendor Part Number, Description, or your own Catalog Order.
- **Upload from PDT**: Option to fill in a Purchase Order by uploading from a Portable Data Terminal (PDT).
- **Large PO's**: Up to 99,999 lines per Purchase Order. No practical limit on number of Purchase Orders.

Reporting

- *Artisan* **provides** three options for reports, which can all be viewed or printed from within *Artisan*:
    1. Use one of the many built-in native reports, many of which have numerous options.
    2. View pre-made "custom" reports from the *Artisan* Reports menu that were created using Crystal Reports using the *included* Crystal Reports viewer. *Artisan* comes with a few of these extra reports. You can contract CerTek to create a custom report for you or you can hire a third party. You can even share reports with your colleagues who are also using the same version of *Artisan*.
    3. Create your own custom reports using Crystal Reports Designer (available separately).
- Real-time data with unlimited tracking history, item history reports and product list reports.
    - Many reports have options to subtotal and/or group by vendor, category, etc, and to limit to specific groups.
        - Sub-category numbers are rolled up into higher-level categories. You pick how many levels deep to show.
        - "Category Tree" option for summarize & group by.
            - Use "Super-Group" in addition to summarize & group by for a 3rd level.
- Inventory Change Summary shows qty sold, received & adjusted for each item in a given time period.
- **Inventory Summary** shows on-hand inventory asset totals, with optional subtotals.
- **Inventory Adjustment** Detail lists or summarizes shrinkage, breakage & other special adjustments to inventory counts.
- Print **Best or Worst Sellers** Report by vendor, category, item, or customer.
- **List outstanding** gift certificates, layaways, special orders, store credits, on-hold sales/orders, voided sales, and more.
- **Lists** open vs. closed **purchase orders** and outstanding or past receiving.

Security

- Assign **passwords** and security levels to each user. Advanced security algorithms prevent unauthorized tampering.
    - **Configurable Password Strength:** – require Strong passwords for some or all users (or none).
    - **Password Aging**: Passwords can be set to expire after a set number of days. They must vary from users last 4 passwords.
    - **Lockouts:** After 6 consecutive failed password attempts, the user is locked out for 30 minutes. Administrator may override.
- Assign security levels to sensitive tasks or use Quick Security Settings to use a standard profile (Minimum, Medium, High).
- Ability to **hide costs** from employees.
- **Sensitive Credit Card information** is NEVER stored locally.
    - **Card on File** feature for secure offsite re-use of credit cards and manage lists of available cards for each customer.

Sales Commissions

- **Optionally** track sales commissions, with up to four (4) Sales Reps per sale. Include or exempt specific product categories.
- Each **Rep** can be set up with a different commission percentage, based on either Net Sales (after discounts) or Gross Profit.
- **Commission** totals included in "Month-End" Sales by Sales Rep report section.
    - Mark specific customers as tax exempt or to use a specific tax type, or individually override tax type at point of sale.
    - Tax amount computed by applying rate to subtotals for each tax type, avoiding round-off errors.
    - Tax amount summaries included in Day-End and Month-End reports, includes breakdown by tax type of total taxable sales amount, total tax-exempt amount, and total tax collected (for each month).

Training & Support

- Training/Support is available from your Authorized Dealer or Direct from CerTek. Start off with web training from one of our top-notch specialists. We bring the training session onto your computer via the Internet, live, while you talk over the phone. Very reasonable rates! Or if you prefer, teach yourself through guided tutorials, manuals, and knowledge base articles.
- Full-featured **context-sensitive help** with searchable index of topics.
- **Automated tutorials** step through common tasks.
- **Training mode** lets you practice with sample data. Copy your own real data to sample data and practice at any time.
- **User's Manual**, Hardware Installation Guide & Quick Reference Chart are available in **Print** or *searchable* **PDF**.

Customizations:

- **Numerous program options** allow you to tailor *Artisan* to meet your individual needs.
  - Control various aspects of program behavior and screen layouts. Select default search options for different tasks.
  - Pick from eight different color schemes, three menu styles, and two sets of screen fonts.
    - Menu style options include the ability to draw all menus as large "buttons" – well suited for Touch Screens.
- Most **printed forms & statements** can be completely customized as well as several built-in reports.
- Add **return policies** & other messages right from the *Artisan* configuration screens.
- Create **custom reports** with optional Crystal Reports Designer (see OTHER REPORTS).
- Hire CerTek to create **more powerful & more built-in** reports using a unique reporting tool, exclusive to Artisan.

Miscellaneous

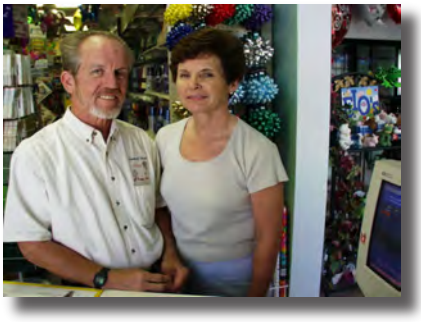
- Integrated **data** backup and restore functions. Optional automatic backup reminder daily, weekly, bi-weekly, or monthly.
  - Backup data directly to USB flash disks, local hard drives, network drives, or via FTP to centralized servers.
  - Schedule backups to run automatically during the night – this works well for CerTek's FTP backup service and more. Even unattended stations, accidentally left open, can be automatically closed down to facilitate the backup process.
- Supports **both** US and non-US addresses and phone numbers.
- Can be used **completely** without a Mouse (for space & efficiency), but all Mouse functions supported as well.
- "Go" menu & "Reports" menu allow quick navigation to key areas of the program.

Data Conversion & Other Services

- Get started more quickly by converting your customer and/or inventory data from your old program(s). You, Your Dealer, or CerTek can perform various data import functions.
  - If you prefer, convert your data yourself, using the **Import** features of *Artisan*.
- We can also handle Data Entry for you, call for details.

System Requirements & Supported Devices

- **Windows 7,** Windows Vista**, Windows XP**, Windows 2000, Windows 2003 Server.
  Integrated **Credit Card Processing requires** "Business", "Pro" or "Server" editions of Windows.
- Minimum 100 MB available hard disk space, 512 MB RAM, 1GHz Processor, or better.
- **File Server:** Put your data on any Windows user station or on a separate file server running Windows Server, Linux, Unix, etc.
- **Sheet Printers:** Most USB, parallel, and serial printers are supported, including:
- Sheet printers: Most ink jet, dot matrix, laser, and LED page printers.
- **Receipt Printers:** Most receipt printers, including many models from Samsung, Partner-Tech, Epson, Star, Ithaca & more.
- **Label printers:** Blaster Advantage, most Zebra & Eltron models, SATO CX Series, and Datamax E-Class printers.
- Supports **many** other peripheral devices (such as bar code scanners, cash drawers or pole displays), including:
- **Portable Data Terminals (PDTs):** Metrologic Optimus S, Scanpal 2; Unitech PT-500, PT-600 & PT-630.
  - Product Lookup Table support requires Metrologic Optimus S or Scanpal 2.
- **Pole Displays:** Partner Tech & Logic Controls; other makes & models require you to provide custom control strings.
- **Cash Drawers:** Most electronic drawers are supported, especially those that connect through a receipt printer ("RJ").
- **Bar Code Scanners:** Most any "keyboard-wedge", USB, and some Serial (RS-232) bar code scanners.
- **Credit Card Readers (MSRs):** Most "keyboard-wedge" or USB. MagneSafe™ encrypted swipe reader w/selected gateways.
  - **Driver's License swiping** requires a 3-Track MSR in order to read zip code, and/or a 2D scanner to read bar code.
- **Check Readers:** MagTek 2252
- **PIN Pads**: Verifone 1000.
- **Scales**: Generic Serial (RS-232) scales including Datalogic Magellan 8000 or Weightronix 6720 using MR4KB decoder.



What Our Customers Are Saying About Artisan Point of Sale Software

“I did extensive research on the available systems and found that Artisan is equal to or better than other systems and cost much less. I am are very happy with the results it gives me.
I cannot say enough wonderful things about your tech support, from a consumers point of view, they have to be your most valuable asset.”
-Dwain Wall, Sia

"Without the POS we would not have made it to 5 years - at least with any sanity left"
- Laurie Ashback, Vine & Branches

"Dollar for dollar, this is the best system out there. Easy to set up and maintain, and Customer Service had the answer every time. The first time I received new stock and it asked if I wanted to print labels, I was thrilled!"
-Jennifer Megliore, ArtWare, Inc.

"The easy access & special features Artisan provides are undoubtedly invaluable..."
-Nell Goodwin, Beautiful Things

"I have to say this - your POS system is the easiest one I've ever used... As one of the top 100 retailers of American Craft, your system has made my job much easier!"
-Antoinette DeAlteriis, Kane Marie Galleries

"I don't know how we can keep track of inventory without Artisan. It is so simple and user friendly that no computer knowledge is necessary. Anything I need to know about a specific product is very easy to find"
- Tammy Hanson, Eagle Country Store

"I can't thank you enough for listening and taking care of me with the computer and the software. You have been very patient and wonderful!"
-Robyn Gold, Adath Israel Judaica Shop

"I really appreciate your quick replies to my questions. I've noticed that you seem to work 7/24/365. So far, you're responding on Saturdays, Sundays and holidays. David needs to be paying you "overtime". I suspect you're working remotely but even so, it's great support.
To date you guys have justified our selection of Artisan."
-Jim Daly, Craft Co-Op

"I had a lovely time using a gift certificate to pay off a layaway. Kick-ass software."
-Jennifer, Montpelier, VT

Selected References

Artist/Manufacturer				
Works of The Hand	Rob Grimes	San Antonio	TX	210-829-0995
Clay Coyote Pottery	Tom Wirt	Hutchinson	MN	320-587-2599
Clothing				
A.K.A. Girl Stuff	Dee Tipps	Homewood	AL	205-802-7735
Pansyle's Boutique LLC	Susan McGehee	Green Bay	WI	920-405-0043
The Hide Out	Fred Snook	St. Petersburg	FL	727-822-7546
Beach Graphics Inc.	Mark Harper	Rehoboth Beach	DE	302-383-2173
East Bay Clothiers	Genie McCown	Fairhope	AL	251-928-6848
G. Harvell Men's Clothier	Greg Harvell	Mobile	AL	251-344-4200
Babe's Shoes & Apparel	Faye Doppelheuer	Lakeland	FL	863-683-6900
Ginger Howard Selections	Ginger Howard	Atlanta	GA	404-869-0115
D. Ethridge	David Ethridge	Dothan	AL	334-792-0747
Mam'selle	Debbie Swacker	Jackson	TN	731-668-2420
Marta's Boutique	Tania Gaska	Ellisville	MO	636-227-8831
Renaissance LLC	Jill Savard	Lafayette	LA	337-261-0722
Craft Co-Op				
Craft Alliance	Lexi Glynias	St. Louis	MO	314-725-1177x326
Brookfield Craft Center, Inc.	Richard Herrmann	Brookfield	CT	203-775-4526
Wesleyan Potters	Melissa Z Schilke	Middleton	CT	860-347-5925
Boulder Arts & Crafts Cooperative	Lisa McDonough	Boulder	CO	inventory@boulderartsandcrafts.com
Fine Craft				
Kane Marie Fine Arts Gallery	Carla Carter	San Diego	CA	
Sandpiper Gallery	Mary Houk	Wellfleet	MA	508-349-9500
The Wellfleet Collection Gallery	Lesley Gabriel	Newton Center	MA	617-527-1487
ArtWare, Inc.	Jennifer Megliore	Hilton Head	SC	843-682-3400
Artisans Hand Craft Gallery	Jennifer Boyer	Montpelier	VT	manager1@artisanshand.com
Discoveries Gallery	Carlton Firestine	Reading	PA	610-372-2595
Elements	Nancy & Janine Suzor	Charlevoix	MI	elements@charter.net
Pankratz Studios & Gallery	Linda Pankratz	Monument	CO	719-488-3691
WICKWIRE Fine Art/Folk Art	Shirley Palmer-Hill	Hendersonville	NC	828-692-6222
The Muse's Window	Karin Biow	Concord	MA	museswindow@msn.com
South Street Gallery	Jack Hobbs	Hingham	MA	781-749-0430
Adornments	Terry Janis	Columbus	OH	614-235-5445
SHAPIRO'S	Mike Shapiro	St. Petersburg	FL	727-894-2111
Bluestem Missouri Crafts	Sandy Litecky	Columbia	MO	573-442-0211
Maddi's Gallery South	Madis Sulg	Charlotte	NC	704-332-0007
Creative Arts Workshop	Susan Smith	New Haven	CT	203-562-4927x810
SOTA Spirit Of The Artist	Frank Burkhauser	Philadelphia	PA	215-627-8801
Wave Gallery-New Haven	Phyllis Satin	New Haven	CT	203-624-3032
Luna Belmont Shore	Harold Sturgeon	Long Beach	CA	562-987-4780
Potter's Wheel & Gifts	Hollie Roberts	Houston	TX	281-537-8447
Pink Zebra	Lorryn Yager	Fort Mill	SC	803-547-4007
Mio Bella	Laura Staton	Brookfield	WI	262-781-6707
Artitudes	Valerie Miller	West Newton	MA	617-244-9220
Stonehenge	Alice Selby	Georgetown	CO	303-526-9825
Oglethorpe Fine Arts & Crafts	Katheryn Rolfe	Meredith	NH	603-279-9909
The Farmhouse Store	Ed Menapace	Westfield	NJ	908-654-0444
Nanette Orijinels Inc.~Spirit of The Hand Gallery	Nanette Asbury	Brooksville	FL	352-597-7391
Simply Selma's Inc	Kathy Axelrod	Virginia Beach	VA	757-428-2885
Seaworthy Gallery	Janet Hill	Hatteras	NC	252-986-6510
Frame Shop				
Skolnick Photo Frames	Tony Cebrian	Madison Heights	MI	248-547-0347
Studio Frame Shop	TL Rosenkranz	Woodland Hills	CA	818-247-3754
House of Frames	Bill Casey	Merritt Island	FL	321-452-8989
Art Lines	Angela Whited	Pottstown	PA	610-323-7473
Charleston House	Ashley Owen	Montgomery	AL	334-270-3175

Selected References

Gift				
The Card Bargain & Gifts	Linda & Sonny Purugganan	Cape May Court House	NJ	609-465-6555
Perfect Gift Shoppe	Len Linch	Quakerstown	PA	215-536-0696
Polka Dotz Personalized Gifts	Heidi Hardman	Orlando	FL	407-582-9990
Unique Accents	Gary & Phyllis Fersten	Northbrook	IL	847-205-9400
Pier-Vu, Ltd.	Sharon Minors	St George's	Bermuc	piervu@therock.bm
Maine Made Shop	Paula Gordon	Waterville	ME	207-872-7378
Earth Treasures	David Tong	Keene	NH	603-352-7192
Caribbean Jubilee	Rajan Sidhu	Madeira Beach	FL	727-399-0551
Collectible Corner	Janet Valentino	Berlin	NJ	856-809-9255
Tabasco Country Store N.O. Airport	Laura Drumm	New Orleans	LA	504-469-5145
Inspirations & Gypsy's Tea Room	Gypsy (Jo) & Joe Fleck	Westminster	MD	410-857-0058
Treefrog Treasures	Shannon Reuss	Eyota	MN	sales@treefrogtreasures.com
Accents	Marc Zucker	Aventura	FL	305-792-6171
Chez Jacqueline LLC	Richard Hamilton	Palm Coast	FL	386-445-1898
Pylones	Jim Kuether	Brooklyn	NY	212-317-9822
Treasures On The Trent	Rudy Nash	New Bern	NC	rnash@renware.com
Aimage, Inc.	Don Shepard	Austin	TX	512-335-7601
Home Furnishings/Accessorie				
Piper Classics Inc.	Janine Bosh	Pipersville	PA	215-766-0331
Glass Bazaar Inc	John Kuykendall	Knoxville	TN	865-584-9072
Harmony Landing	Rilla Foley	Birmingham	AL	205-871-0585
Butcher Block Factory Outlet	Dennis Shuman	Boca Raton	FL	561-393-4700
Institutional Gift (Hospital/Parl				
The Shop at Guilford Art Center	Suzanne Hens-Kaplan	Guilford	CT	203-453-5947x14
Friends of the Conservatory Gift Shop	Hope Lasseter	Seattle	WA	206-322-4112
Rainbow Springs State Park Gift Shop	Joan Wetmore	Dunnellon	FL	352-465-8523
Look-In Glass Shoppe	Chuck O'Brien	Seaford	DE	obrienc@nanticoke.org
Rainbow Springs State Park Campground	Jennifer Bryant	Dunnellon	FL	352-465-8550
The Yager Museum of Art & Culture Museum Shop	Nancy Martin-Mathewson	Oneonta	NY	607-431-4299
Jewelry				
Jenni K Jewelry	Jenni Kolczynski	Greenville	NC	252-355-6714
The Silver Ribbon	Donna Avila	Pembroke	MA	781-826-1525
Dashka Roth Contemporary Jewelry & Judaica	Dashka Roth	New Orleans	LA	dashka@dashkaroth.com
King's Jewellery World	Amanda Persaud	Georgetown		amlatch@yahoo.com
Miscellaneous				
Healthy Nibbles	Mimi Young	Brooklyn	NY	718-636-5835
Adrenalin Rush Inc.	Anthony Capaccio	Newark	NJ	973-589-5556
Village Hardware	Kathy Somma	Hunter	NY	bks5354@yahoo.com
The Stencil Shoppe, Inc.	Carol Bova	Wilmington	DE	carol.bova@verizon.net
Montauk Corner Store	Lynden Restrepo	Montauk	NY	631-668-6081
Dead RockStar	Kathy Kesler	Fargo	ND	kathy@deadrockstar.net
Matoska Trading Company Inc.	Brent Schellhase	Orange	CA	714-516-9940
Pen and Paper	Patricia & Don Wilson	Staunton	VA	540-885-7575
Stacey Lipton Interiors	Stacey Lipton	Daytona Beach	FL	slinteriors110@msn.com
Needle Crafts				
Yard Sale Fabric & Gifts, Inc.	Glenn & Jeanette Lovell	Tooele	UT	435-882-0088
Uncommon Threads	Rosemary Nolletti	Palm Harbor	FL	727-784-6778
Fiber Art Inc.	Rosalino Moore	Odessa	FL	813-792-5999
Unwind Yarn Shop	Vicki Hair	Richmond	IN	765-966-2500
Knit Unto Others	Claire Gehrki	Arkadelphia,	AR	870-245-7530
Party				
The Party Center	Hope Carter	Oxford	AL	256-831-4449
PARTY WORKS - Memphis	Kevin Levy	Memphis	TN	901-758-0880
Drop Me A Line Costume Shop	Rocky Torrence	Allentown	PA	610-435-7481
Freckles Costumes	Adrienne Anderson	Jacksonville	FL	904-388-5541
Ideal Wedding & Events	Blake Dede	Sioux Falls	SD	605-362-0223
Religious Organizations				
Adath Israel Judaica Shop	Robyn Gold	Cincinnati	OH	513-792-5092
Har Zion Gift Box	Jean & Sherrie Herz & Willner	Narberth	PA	610-667-2698
Joel B Sherburne Jewelers	Joel Sherburne	White Bear Lake	MN	joelsherburne@gmail.com
Beth Sholom Congregation Sisterhood Giftshop	Ronne Hellmann	Elkins Park	PA	215-887-1342x4
Art Festival Beth-El	Pam Sekeres	St. Petersburg	FL	pam@sekeres.net

Selected References

Scrapbook				
The Memory Zone Scrapbook Store	Rhonda S. Hurford	Plymouth	IN	574-936-2070
Capture-A-Memory	Nancy Swaim-Videla	Flint	MI	810-733-0716
Scrapbooking Cottage	Lisa Kegley	Mansfield	OH	419-709-8138
The Creative Quest	Kathie Shepherd	Glendale	AZ	623-847-2215
Scrap Happy Scrapbooks	Tamme Pursley	McDonough	GA	770-954-1110
Scrap Happy Scrapbooks	Tamme Pursley	Griffin	GA	770-227-5501
Thread Creations	Cheri Stockton	New Castle	IN	765-521-3886
Family Memories, LLC	Debbie Templeton	Charlotte	NC	704-583-9808
Scrapbook Haven	Renee Setterstrom	Monroe	WI	608-325-5100
Treasured Times Scrapbooking, Inc.	Maureen Kohler	Gloversville	NY	518-773-2767
Sporting				
Grand Outdoors, LLC	Scott Smith	Grove	OK	918-787-9978
Fun 2 Dive Scuba	Joe Dietrick	Sanford	FL	407-323-6714
Lake Norman Scuba	Danielle and Andrew Katsamas	Mooresville	NC	704-660-3483
Wine, Beer, & Liquor				
Slope Cellars	Bob Lenartz	Brooklyn	NY	718-369-7307
Sakaya	Rick Smith	New York	NY	212-505-7253
Windsor Wine & Spirits	John Lenartz	Brooklyn	NY	718-768-2291

2008 Update!

TAMPA BAY PERFORMING ARTS CENTER 20TH

1010 N. MacInnes Place
Tampa, FL 33602
(813) 222-1000

CerTek Software Designs, Inc.
465 Patricia Ave
Dunedin, FL 34698

Dear Kay,

I just wanted to drop a line and to thank you, Laurie, Michael, David and all the others for the great job all of you do for me when I call in with a problem or questions. You all give new meaning to the term "promptness". I really enjoy using the Artisan software. It is very user friendly, allows me to do all the things I need to do to run 5 gift shops here, sometimes all going at the same time. The system has never crashed on me which I am very grateful for. Believe me the system we use here has got to be user friendly when we us 32 volunteers and all of them have learned with ease how to use the registers. And some of the volunteers do not have computers at home so when they come to sell in the gift shop it is the only time they use a computer.

So, thanks again for a super product and the world's best customer support.

Rick Brown
Director of Retail Operations, TBPAC

THE Center
TAMPA BAY PERFORMING ARTS CENTER

ROGER SHERMAN, DIRECTOR OF RETAIL OPERATIONS AND SPECIAL PROJECTS
1010 N. MAC INNES PLACE, TAMPA, FL 33602
Roger.Sherman@tbpac.org - 813.222.1011
The CenterStore+Festival Shoppe+Playhouse Boutique+Jaeb Boutique+Conservatory Shop

December 30, 2004

Certek Software
465 Patricia Avenue, Suite 200
Dunedin, FL 34698

Dear David,

Working with volunteers as we do, it was important that we find a very user-friendly system for our five locations. We are pleased to report that many volunteers, who were even hesitant about using cash registers, now actually enjoy using the Artisan system.

It was a quantum leap for us, from the antiquated dos-based system to the new Artisan Point of Sale System. Where it occasionally took up to half an hour to close and settle a shop, we now do it in a minute.

It was important on many levels that the Retail Division of the Tampa Bay Performing Arts Center be brought up to date, as we pretty much set the bar in retail operations for performing arts centers both here in the United States and throughout the world. With over 1300 individual inventory items, most of which relate to the performing arts, offered at five distinct retail locations within a large city block, we are a virtual chain of stores which thankfully are now linked and managed with the Artisan POS system.

Thank you and your associates at Certek for their tireless efforts on our behalf and for their guidance and assistance at every turn.

Very truly yours,

Roger Carlton Sherman

A NOT FOR PROFIT ARTS ORGANIZATION

www.telescopes-earth.com

Science & Nature

www.weatherwarehouse.com

May 5, 2002

CerTek Software Designs
933 Grant Avenue
Plainfield, NJ 07060

To the CerTek staff,

We here at Earth Treasures wanted to thank you for your outstanding support as we install and set up our Artisan POS system. Everything is up and running great. We feel this would not have been possible without the support of your knowledgeable and courteous staff. We would like to extend a special thank you to Christine and David, as they were very helpful and patient in answering our questions, and providing support.

We have enclosed copies of the invoices and sales slips we are using for you to see, and include in your listing of very satisfied customers.

Again we thank you, and hope if you're in the neighborhood you will drop by to see us.

Best regards,

David Tong
Doug Breda
Scott Baillargeon

12 Main Street
Keene, New Hampshire 03431
1-800-550-7192 • 603-352-7192 • Fax: 603-352-5119
E-Mail - earthtreasures@monad.net

April 23, 2003

CerTek Software Designs, Inc.
465 Patricia Ave.
Suite 200
Dunedin, FL 34698-7872

Dear David & Kurt,

I love Artisan POS Plus, and my employees love it. Artisan POS is the third point of sale software we have tested and used in our store and it is by far the best; it is easy to set up and easy to use. Susan, my longest-term employee has been here for all three systems. She never could use or learn the first two systems, because she is part time and only works about 10 hours a week. Never enough time to learn how those systems worked. Now at least once a month she tells me how much she loves the new system - your system. She has made many sales that would have been lost because she was able to look up items for stock availability and price. She loves helping customers and thinks the customer lookup and items purchased is the greatest thing going.

Our store has a great deal of employee turnover, and training new people to run the register is no longer a problem. We show them how to ring up a sale once, and they can get it. People without computer experience, we show them a couple times and they get it.

Many times we have people return merchandise without a receipt, and being a very strong customer service store, we are able to look up the person's account and take care of their needs. And sadly, sometimes people try to bring things back that weren't purchased from us and we have been able to know that as well. In the past, we had been taken many times, but not longer because of Artisan.

The other fun part is when family and friends want to buy a gift for one of our customers, we are able to check to see if that person already has the item, or to get an idea of their buying style to help with the gift giving. Or maybe I'm not in, and an important event occurs with a regular customer, my staff will make a note in the pop-up memo and the next time I see that customer and call up their account, and I can comment on the event. Customers think we are wonderful, and what great memories we have; if only they knew.

Thank you for making our job much easier, more enjoyable, and allowing us to give great customer service. I can go on and on and give never ending examples about the wonders of your system and how they have benefited us, but we'd be killing another tree. I want to also thank you for your company's great customer service. You guys are always updating, tweaking, and answering my technical questions almost instantly. Keep up the great work.

My best - In Christ,

Carol Cundiff

Example Reports

On the next 3 Pages you will find just four
of the many reports available from Artisan:

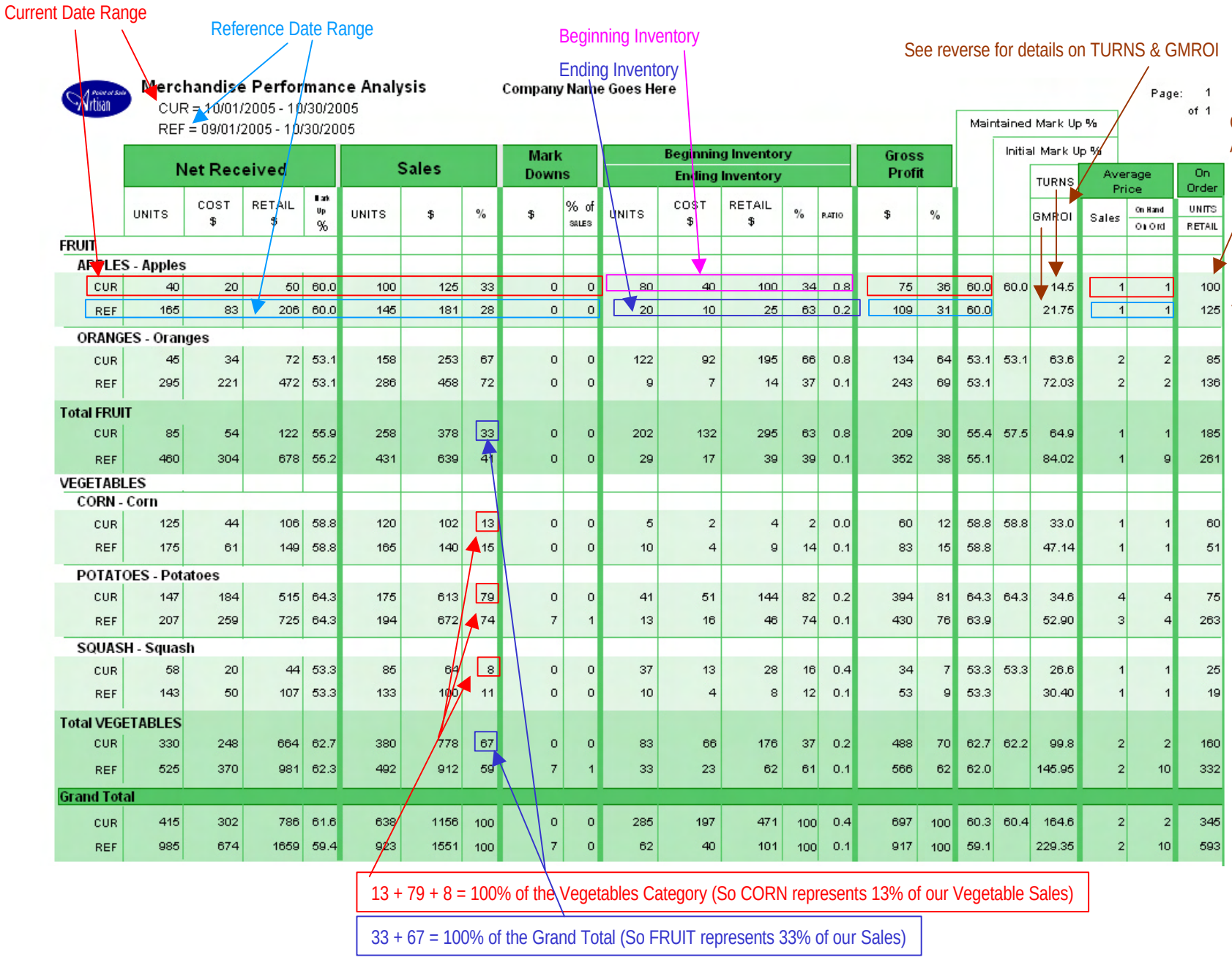
- **Merchandise Performance Analysis**
- **Month End – (Sales Summary – Enter Any Date Range)**
  - **Month End Options: (Each Section is Optional)**
  - **Receipts Summary (Shown)**
  - **Tender Summary (Shown)**
  - **Sales Tax Breakdown**
  - **Sales by: Category (Shown), Vendor, Item, Sales Rep, Customer, Hour, and More –**
  - ***We can even customize this report for you!**
- **On Order by Category Report**
- **Sales Last Year vs. On Order This Year**

Just of the few that are Not Included are…

- **Inventory Change Report**
- **Day End – (Printable on Receipt Printer)**
- **Custom Reports – Are Available, call for details**
- **Custom Report – Sample Zip Code Chart**

***Many Reports are Customizable for a small fee depending on your level of support plan. Call your Sales Representative for Details.**

How To Read the Merchandise Performance Analysis Report


Current Date Range
Reference Date Range
Beginning Inventory
Ending Inventory
See reverse for details on TURNS & GMROI
On Order Units As of Today
On Order Retail Dollars As of Today
13 + 79 + 8 = 100% of the Vegetables Category (So CORN represents 13% of our Vegetable Sales)
33 + 67 = 100% of the Grand Total (So FRUIT represents 33% of our Sales)

Merchandise Performance Analysis
CUR = 10/01/2005 - 10/30/2005
REF = 09/01/2005 - 10/30/2005

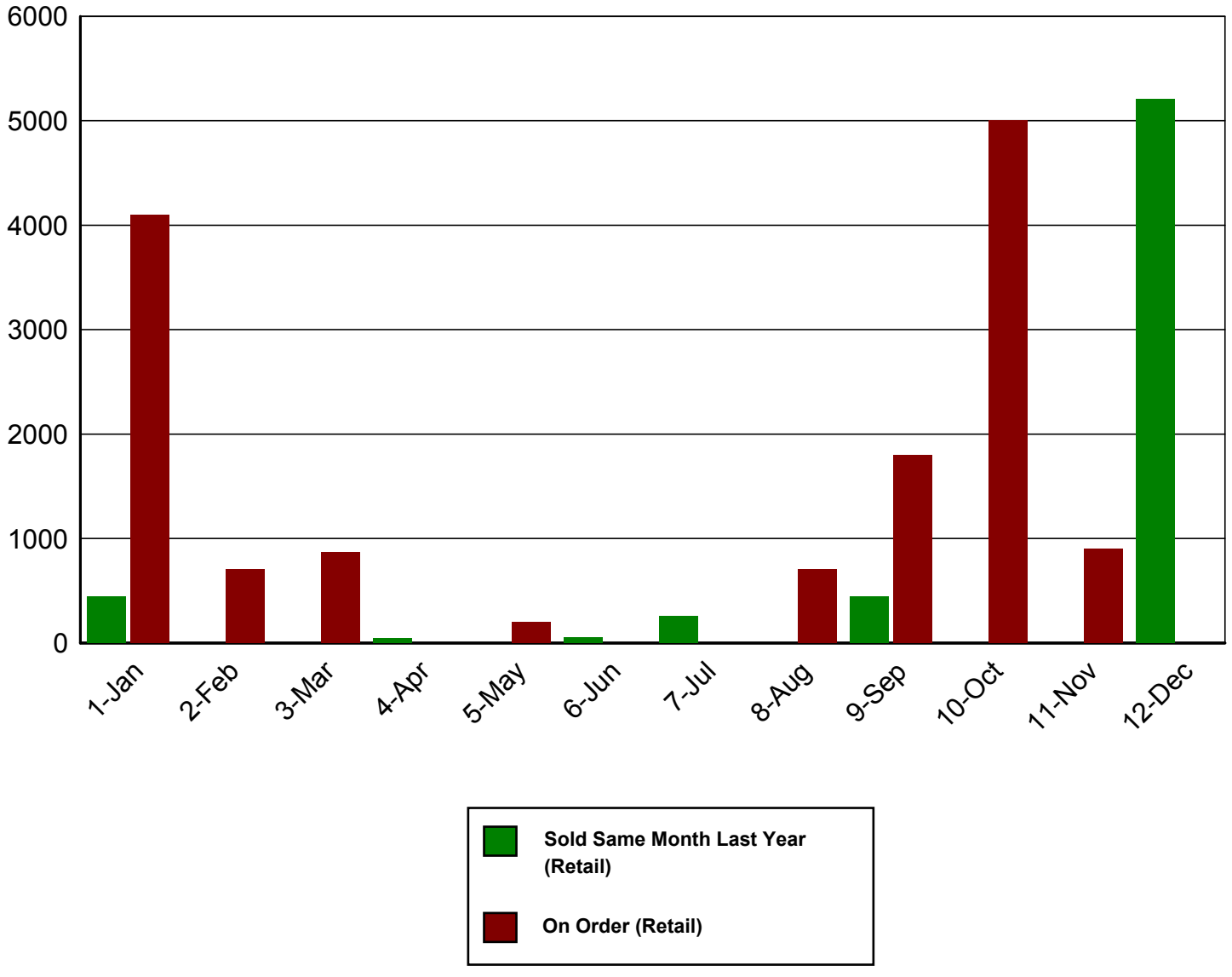
Company Name Goes Here

Page: 1 of 1

	Net Received				Sales			Mark Downs		Beginning Inventory / Ending Inventory					Gross Profit		Maintained Mark Up %	Initial Mark Up %	TURNS	Average Price		On Order	
	UNITS	COST $	RETAIL $	Mark Up %	UNITS	$	%	$	% of SALES	UNITS	COST $	RETAIL $	%	RATIO	$	%			GMROI	Sales	On Hand / On Ord	UNITS	RETAIL
FRUIT																							
APPLES - Apples																							
CUR	40	20	50	60.0	100	125	33	0	0	80	40	100	34	0.8	75	36	60.0	60.0	14.5	1	1	100	
REF	165	83	206	60.0	145	181	28	0	0	20	10	25	63	0.2	109	31	60.0		21.75	1	1	125	
ORANGES - Oranges																							
CUR	45	34	72	53.1	158	253	67	0	0	122	92	195	66	0.8	134	64	53.1	53.1	63.6	2	2	85	
REF	295	221	472	53.1	286	458	72	0	0	9	7	14	37	0.1	243	69	53.1		72.03	2	2	136	
Total FRUIT																							
CUR	85	54	122	55.9	258	378	33	0	0	202	132	295	63	0.8	209	30	55.4	57.5	64.9	1	1	185	
REF	460	304	678	55.2	431	639	41	0	0	29	17	39	39	0.1	352	38	55.1		84.02	1	9	261	
VEGETABLES																							
CORN - Corn																							
CUR	125	44	106	58.8	120	102	13	0	0	5	2	4	2	0.0	60	12	58.8	58.8	33.0	1	1	60	
REF	175	61	149	58.8	165	140	15	0	0	10	4	9	14	0.1	83	15	58.8		47.14	1	1	51	
POTATOES - Potatoes																							
CUR	147	184	515	64.3	175	613	79	0	0	41	51	144	82	0.2	394	81	64.3	64.3	34.6	4	4	75	
REF	207	259	725	64.3	194	672	74	7	1	13	16	46	74	0.1	430	76	63.9		52.90	3	4	263	
SQUASH - Squash																							
CUR	58	20	44	53.3	85	64	8	0	0	37	13	28	16	0.4	34	7	53.3	53.3	26.6	1	1	25	
REF	143	50	107	53.3	133	100	11	0	0	10	4	8	12	0.1	53	9	53.3		30.40	1	1	19	
Total VEGETABLES																							
CUR	330	248	664	62.7	380	778	67	0	0	83	66	176	37	0.2	488	70	62.7	62.2	99.8	2	2	160	
REF	525	370	981	62.3	492	912	59	7	1	33	23	62	61	0.1	566	62	62.0		145.95	2	10	332	
Grand Total																							
CUR	415	302	786	61.6	638	1156	100	0	0	285	197	471	100	0.4	697	100	60.3	60.4	164.6	2	2	345	
REF	985	674	1659	59.4	923	1551	100	7	0	62	40	101	100	0.1	917	100	59.1		229.35	2	10	593	

Category		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
GLASS	Cost	50	50	135	0	20	0	0	150	100	500	110	0
	Retail	100	100	270	0	40	0	0	300	200	1000	220	0
JRY	Cost	2000	300	300	0	80	0	0	200	800	2000	340	0
	Retail	4000	600	600	0	160	0	0	400	1600	4000	680	0
Grand Total	Cost	2050	350	435	0	100	0	0	350	900	2500	450	0
	Retail	4100	700	870	0	200	0	0	700	1800	5000	900	0

Sales Last Year vs. On Order This Year (Retail Price)



Your Store Name - Main Site - All Sites

Sales Summary Report

Printed On: 1/4/2009 6:04 PM

JAN 2009

Receipts Summary

	Retail	Qty
TOTAL SALES	**24,483.58**	**3**
SALES TAX	**1,425.79**	**0**
GC ISSUED	**225.00**	**1**
GC REDEEMED	**-450.00**	**1**
Net GC	**-225.00**	**2**
TOTAL RCPTS	**25,684.37**	**0**
AVG SALE	**8,161.19**	**3**
AVG UNIT	**12.96**	**1,889**
COST	**11,077.84**	**55%**
DISCOUNTS	**510.00**	**96**

Deposit Tender Summary

Tenders		Qty
Amex	**225.00**	**1**
Cash	**5,244.15**	**3**
MC	**8,099.70**	**1**
TravCheck	**427.54**	**1**
Visa	**11,687.98**	**1**
TOTAL TENDER	**25,684.37**	**7**

Your Store Name - Main Site - All Sites

Sales by Category for JAN 2009

Category	*Category Sub-Total*	Retail	Qty	Discounts	Cost	Gross Profit	% Margin
CLOTHING - Clothing		255.00	17	0.00	65.79	189.21	74%
CLOTHING-YOUTH - Youth Clothing		3,128.00	425	0.00	2,970.75	157.25	5%
HATS - Hats		840.00	84	0.00	483.84	356.16	42%
SCARVES - Scarves		672.00	24	0.00	336.00	336.00	50%
Total for CLOTHING	**4,895.00**						
JEWELRY - Jewelry		312.00	24	0.00	156.00	156.00	50%
KEYCHAINS - Keychains		350.00	70	0.00	175.00	175.00	50%
PENDANTS - Pendants		4,092.00	400	0.00	884.00	3,208.00	78%
P-GOLD - Gold Pendants		809.73	27	0.00	445.50	364.23	45%
P-SILV - Silver Pendants		2,564.05	95	285.00	1,567.50	996.55	39%
Total for PENDANTS	**7,465.78**						
Total for JEWELRY	**8,127.78**						
PM - Printed Material		0.00	0	0.00	0.00	0.00	0%
BOOKS - Books		5,588.80	224	0.00	2,242.24	3,346.56	60%
CALENDAR - Calendar		10.00	20	0.00	8.68	1.32	13%
MAPS - Maps		974.25	75	0.00	450.75	523.50	54%
POSTERS - Posters		1,124.25	75	0.00	562.50	561.75	50%
Total for PM	**7,697.30**						
T - Tourists		0.00	0	0.00	0.00	0.00	0%
BAGS - Tote Bags		250.00	50	0.00	0.50	249.50	100%
FILM - Film & Camera Supplies		1,457.50	275	0.00	728.75	728.75	50%
TOURS - Sara's Guided Tours		2,056.00	4	0.00	0.04	2,055.96	100%
Total for T	**3,763.50**						
	Grand Total	24,483.58	1,889	285.00	11,077.84	13,405.74	55%

Sample Labels
Page 1

Order Online! www.certek-software.com
Artisan receipts & labels are customizable.

The possibilities are endless! Here are just a **few** examples...
All the labels shown are **paper** and are **white,** unless otherwise noted. Shown Actual Size.

Understanding the Terms & Technology:

TT = Thermal Transfer DT = Direct Thermal
Thermal Transfer require ribbons, but the labels last longer.
Direct Thermal labels do not require a ribbon, but fade over time especially w/heat & sun.
R = "Removable" (weaker) Adhesive P = "Permanent" (stronger) Adhesive
Adhesive strength varies with material - Test on selected products first.
Example: TTR = Thermal Transfer Removable

Most of the labels shown work with **Sato CX**, **Eltron** (now Zebra), **Blaster Advantage** and **Zebra** Printers.

Merchandise Labels

3/4x 7/16"
2 Across

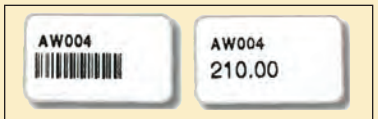
SSL-101-TTR
SSL-101-TTP
SSL-101-DTR
SSL-101-DTP

1 x 1/2"

SSL-201-TTR
SSL-201-DTR
SSL-315-TTP-M (Mylar Permanent)

1 1/8 x 9/16"
3 Across

SSL-3UP-TTR
SSL-3UP-TTP
SSL-3UP-DTR
SSL-3UP-DTP



Use 2-Across labels as a pair, with price & bar code separate, or as two independent labels.

3/4 x 3/4"
Permanent Only
SSL-401-TTP
SSL-401-DTP

1 x 3/4"
Thermal Transfer Only
SSL-402-TTR
SSL-402-TTP

1 1/4 x 3/4"
TT Removable Only
SSL-403-TTR

1 1/2 x 3/4"
Mylar Permanent Only
SSL-404-TTP-M

1 1/8 x 1"
Permanent Only
2 Across

SSL-1X1X2-TTP
SSL-1X1X2-DTP

2 x 1"
Not Available in Direct Thermal Removable

SSL-2X1-TTR
SSL-2X1-TTP
SSL-2X1-TTP-M (Mylar)

* May be available in other variations with sufficient minimum order. Call for a quote.
\# This label has perforations between each row of labels to make it easy to tear off the printer.

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Sample Labels
Page 2

Order Online! www.certek-software.com

Artisan receipts & labels are completely customizable.

Clothing Hang Tag

(Card Stock - No Adhesive)

2 1/2 x 1 7/16"

SSL-900-TT-CS

#

Your
LOGO
Goes Here
073410013755
2.50
100% Whole Wheat Bread
Ingredients:
Whole Wheat Flour, Water, High Fructose Corn Syrup, Wheat Gluten, Yeast, Salt, Molasses, Soy Bean Oil, Cracked Wheat, Oats, Calcium Propionate (Preservative), Sodium Stearoyl Lactylate, Mono-Diglycerides, Wheat Bran, Whey, Soy Beans, Wheat Germ, Non-Fat Milk, Soy Lecithin.

3 x 2" SSL-3X2-TTP

Also Available:

2 x 2" SSL-2X2-TTP

4 x 3" SSL-4X3-TTP

4 x 4" SSL-4X4-TTP

4 x 6" SSL-4X6-TTP

Jewelry

Bar Bell & "String" Tags

Adhesive Free Shank
SSL-345-TTP-M (Mylar)
SSL-302-TTP (Paper)

Adhesive Free Shank
SSL-305-TTP-M (Mylar)

Adhesive Free Shank
SSL-340-TTP-M (Mylar)

Gold

Available in White,Yellow, Green, Blue
Pink, Orange, Silver, and Gold
2 Roll Minimum (May Mix Colors)

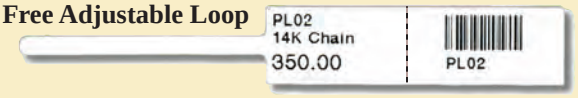
Adhesive Free Shank
SSL-348-TTP-M (Mylar)

Adhesive On Shank

SSL-501-TT (Paper)
SSL-501-DT (Paper)

Adhesive Free Adjustable Loop

Fold on Line



SSL-366-TTP-M (Mylar)

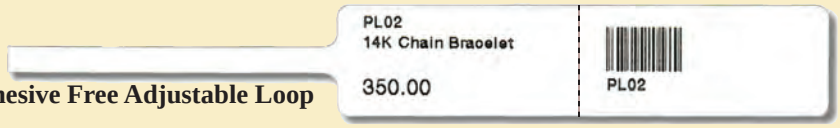
Adhesive Free Adjustable Loop

Fold on Line

SSL-369 (Colors) SSL-306-TTP-M (Mylar)
SSL-303-TTP (Paper)

Adhesive Free Adjustable Loop

Fold on Line



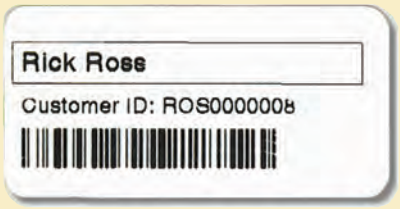
SSL-304-TTP (Paper)

Customer ID Labels

Scan anytime in the Cash Register just like an item.

2 x 1" SSL-2X1-TTP

#

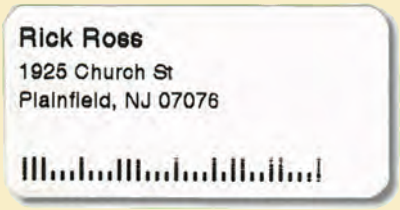


Mailing Label

Print Postal Bar Codes.

2 x 1" SSL-2X1-TTP
SSL-2X1-DTP

#



Point of Sale Artisan™ Software for Windows

Perforations between rows.

Sample Sales Receipts

Artisan receipts and labels are completely customizable. The possibilities are endless! These are just a few examples.

Receipt Printers
Thermal vs. Ink Jet vs. Impact

Thermal printers are ultra fast, ultra quiet, and reliable. They don't need ink or ribbon. On the other hand, the special thermal paper must be stored properly, and is more fragile than plain paper.

Ink jet printers use plain paper & ink cartridges. They're less expensive than thermal printers, and are still considerably faster and quieter than impact ("dot matrix") printers. They also have great graphic capabilities providing the ability to have elaborate 2-color logos, bar codes and more. The ink is fast drying and very resistant to water spills. Choose between Red, Black, Blue, and Green.

Impact ("dot matrix") printers are cheapest, but somewhat slow and noisy. On the other hand, only impact printers can print on duplicate paper. (However, you can configure Artisan to print multiple copies of each receipt, one after the other; this works best on a printer with an auto-cutter.)

Why Use a Receipt Printer?

Use different printers for different needs. Receipt printers offer a fast and convenient way of giving your customer a receipt. In general these printers are fast, small, provide easy access, and are quiet. The higher the volume (number) of sales, the more you'll want to use a receipt printer instead of a slower full-sheet printer. Stores that specialize in customer service and have a lower volume of sales may choose to have a larger receipt that shows more detailed information and doesn't have the fast service look.

Have it Both Ways!

You can configure Artisan to print multiple receipts or to print different receipts under different circumstances. Establish guidelines for automatic selection or choose from a menu at the Point-of-Sale. Create packing slips, gift receipts, & more.

Sales Receipt on back of Next Page

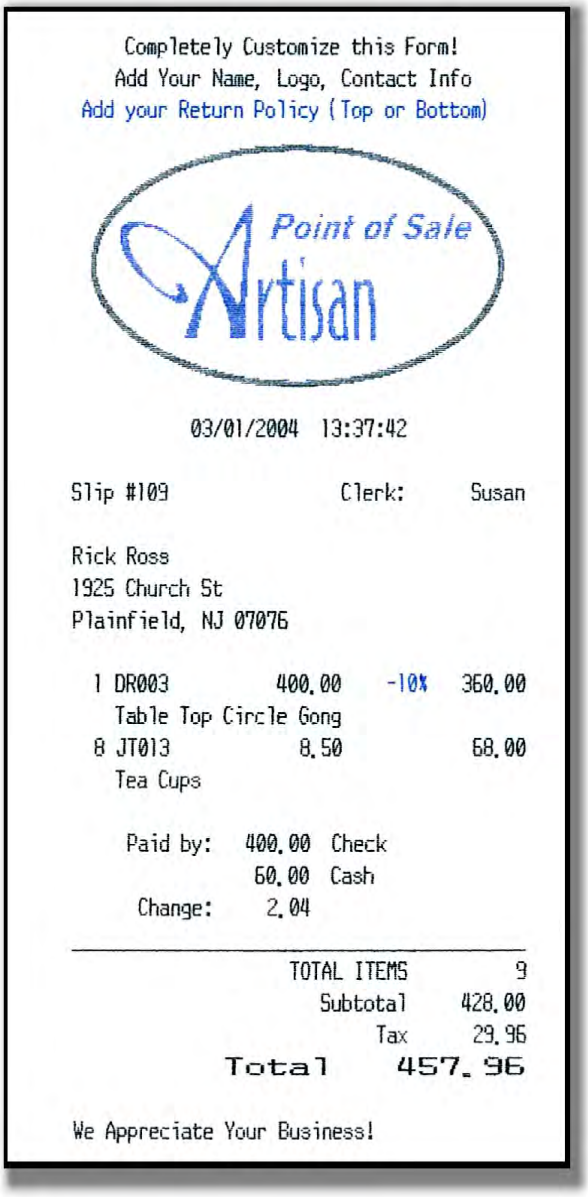
Printed on 8 ½ x 11" Plain Preprinted Paper from an HP LaserJet Printer.

Sales Receipt on Next Page

Copied from a legal sheet cut in half (8 ½ x 7") of plain **preprinted paper** with a laser printer.

Sales Receipt

Copied from a 3" Plain Register Paper from a 2-Color Ink Jet Receipt Printer. Shown with optional graphic.



CerTek Software Designs, Inc.

933 Grant Ave., Plainfield, NJ 07060 - 877-723-7835 - www.certek-software.com

Rick Ross
1925 Church St.
Plainfield, NJ 07076

08/07/2000 11:44:05 124

Salesperson: Todd

Quantity	Item Code	Description	Price	Amount
2	GAF3023	Balloon Bowl -20% Select bowl with more blue & wrap it separately for birthday gift. Rick will pick it up after 3pm.	22.00	35.20
1	222-343-4237	5 Arm Steel/Copper Chandelier	500.00	500.00
1	ABC1234	Wooden ABC Puzzle 40 Pieces	45.00	45.00
2	21	Hurricane Chimneys Tall/Short	12.00	24.00
		Paid by: 400.00 MC 246.49 Check		
			Subtotal	604.20
			7% Tax	42.29
			Total	646.49

Store Name Goes Here
123 Main St
Happyville, NY 10101

Invoice # 124 05/06/2010
Page 1 of 1

Bill To:

SAMPLE SALES SLIP (Brad Baker)
1856 Brandon Ln
Westfield, UT 94801

Ship To:

Brad Baker
1856 Brandon Ln
Westfield, UT 94801

Ship Via: Best Way

Phone:
Fax:
Your PO #

Sales Rep: J P
Clerk: J P

QTY	ITEM CODE	DESCRIPTION		PRICE	AMOUNT
1	JT018	Lg Baking Dish		50.00	50.00
1	JT023	7" Pitcher		38.00	38.00
1	PL13	Sm S/S Earrings		42.00	42.00
		Wrap these items for birthday.			
1	SHIP	Shipping & Handling	NS	20.00	20.00
		Paid by: 200.00 Cash			
		Change: 40.90			

Item numbers may be from 1 to 15 characters, contain letters, digits, most symbols, and spaces in any combination.

Insert lines, rearrange existing lines, or add blank lines. This helps you keep groups of items together for clarity.

Insert lines, rearrange existing lines, or add blank lines. This helps you keep groups of items together for clarity.

Completely Customize this Form!

Change colors, fonts, lines, logos, include product pictures, whatever!

We Appreciate Your Business!

Subtotal	150.00
7% Tax	9.10
Total	159.10

CerTek has teamed up to help you

Point of Sale Artisan™ Software for Windows

open your store on the Internet.

Integration between your physical store and your Web site.

- Complete Website Development
- Full Internet-store Shopping Cart
- Automatically upload Product and Category data from Artisan POS.
  Save time by avoiding duplicate entry.
- Download Internet orders directly into Artisan POS.
  Artisan makes the handling of your incoming orders easy.
  Process credit cards through Artisan.
  Complete customer history & inventory tracking in Artisan.
  Sales reports show breakdown of Internet vs in-store sales.

Please ask your sales representative for details.

Example Online Store

Vision Technology Management

Call 386-255-3701

Stacey Lipton INTERIORS

110 West International Speedway Blvd - Daytona Beach, FL 32114

Home | Contact Us | Search

Product Categories

ACCESSORIES (6)
BABY (6)
BARWARE (11)
BATH (5)
BEACH (4)
BOOK (6)
FLAG (4)
GIFTS (6)
JEWELRY (4)
LA MAISON (8)
TABLETOP (27)

List All Products

Product Search

Search

Advanced Search

Shopping Cart

Show Cart
Your Cart is currently empty.

Login Form

Username

Password

Remember me

Login

Lost Password?
No account yet? Register

Policy Menu

Privacy Policy
Website Return Policy
Contact Us

Browse

Accessories

Display # 30

Cartwheel Boy
$68.00
Boy in cartwheel motion.

At Impact Golfer Figurine
$78.00
Metal Golfer Figurine- "At Impact"

Pondering The Putt Golfer Figurine
$98.00
Golfer Figurine- "Pondering the Putt"

Wire & Glass Candle Snuffer
$12.95
Hand blown glass snuffer

Magnifier Necklace
$19.95
Magnifyer Glass on Necklace

Horn Magnifier Glass
$39.95
Authentic Horn Magnifier Glass.

Display # 30

Results 1 - 6 of 6

Stacey Lipton Interiors
110 West International Speedway Blvd, Daytona Beach, FL 32114
Phone: 386-255-3701 / Fax: 386-255-3702
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Designed and Hosted by Vision Technology Management, LLC

Artisan On-Line Store Fee Structure

Like Artisan Point-Of-Sale, Artisan On-Line Store is:

- Fast
- Easy
- Inexpensive

See our demo at:
www.visiontm.biz

Artisan On-Line Store includes:

- **Automatic Interface to/from Artisan Retail Point fo Sale**
- **Included Content and Pages**
  - Company Name, Address and supplied Logo in Header
  - 4 Pre-Built content pages to get you going such as Home, About and 2 more of your choice along with a Full featured Contact Page
  - Pages can contain up to 250 words and up to 2 photos.
    More words and photos available at additional cost
- **1 Hour Phone/on-line training**
- **1 Hour configuration/setup**
- **E-mail - setup of 5 email accounts included, 20 more available for setup cost**
- **Domain transfer or setup included, domain fees and registry setup are extra and domains registrations are available for as little as $14/year**

Full Featured Cart & Website.....$1995
- Shopping Cart, 4 content pages, contact page, Artisan Interface and more

Basic Website without Cart.....$495
- Want to get started, but not ready for the full site
  4 Pages, simple contact form, standard templates and more

Monthly Hosting beginning at.....$18/month
- Handles most sites, other plans available for high volume accounts

Labor..... $75/hour
- Graphic Design, Web Design, Programming and other basic labor
- Custom Sites Quoted upon request

*Other fees may be applicable based on options selected

Website and Shopping Cart

$1995*

Getting your business on-line is easy and inexpensive for Artisan Retail POS customers.

Call now to open your Artisan On-Line Store!

Vision Technology Management

www.visiontm.com • artisan@visiontm.com • 888-302-6635
We are an Authorized Artisan Dealer : we know Artisan and the Retail business

Register Packages

(Choose from Many Options)

Includes:

- Artisan POS Plus
- 60 days of Phone Support & Upgrades
- 2 Hours Phone/Internet Training
- Server PC (First Station) or
  POS PC (Additional Stations) Computer System
- 15” or 17” LCD Flat Panel Display
- 5-Bill Steel-Front Cash Drawer
  w/Media Slots (19” W x 15” D x 4” H)
- Thermal or 2-Color Inkjet USB Receipt Printer
- Symbol Laser Bar Code Scanner
- Loaner POS Equipment Service Plan*
- Computers come installed, labeled, and configured.

Black w/Stainless Steel Front
Shown in Alternate Configuration

	With PC & Display	PC & **Touch Screen**	Without PC & Display
First Station:	$3,471	$3,771	$1,973
Second Station: *(at same location)*	$2,974	$3,274	$1,625
Additional Stations: *(at same location)*	$2,574	$2,874	$1,225

Please see Register Package Options at the end of this section for additional add-on options.

Computer Specifications: **(3 Year ONSITE Warranty)**

- Desktop/Mini-Tower Computer System
- Core 2 Duo **E7500 2.9GHz** on First Station or
  Pentium Dual-Core **E5300 2.6** Processor on 2nd & Additional
- **2 GB** DDR2 RAM (expandable to 8 GB)
- **160 GB** (or larger) **SATAII 7200 RPM** Hard Drive or
- **2 x 250 GB 2nd RAID** (Server) **Edition Hard Drives**
  Makes 2 continuous copies of your data. only on First Station
- **8 USB** (Expandable)**,** Keyboard & Mouse
- Gigabit LAN, DVDROM
- **Windows 7 Professional - 32 Bit**
- AVG Free Antivirus Software
- **3-Year Onsite Warranty** (Computers have Onsite instead of Loaner POS Equipment Service Plan)

Black w/Stainless Steel Front
Shown in Alternate Configuration
with optional Pole Display

***Loaner POS Equipment Plan**: For failing POS Equipment purchased from us (still under manufacturer warranty) we offer loaner equipment while yours is being repaired. **All you pay is shipping both ways!**

Integrated Touch w/MSR & Customer Display

(Cash Drawer on Top of Counter, or put Underneath)

Includes:

- Artisan POS Plus
- 60 days of Phone Support & Upgrades
- 2 Hours Phone/Internet Training
- Server PC (First Station) or
  POS PC (Additional Stations) Computer System
- Touch Screen
  w/Integrated Customer Display & MSR
- Choice of 5-Bill Steel-Front Cash Drawer
  w/Media Slots (19" W x 15" D x 4" H)
- Thermal or 2-Color Inkjet (USB) Receipt Printer
- Symbol Laser Bar Code Scanner
- Loaner POS Equipment Service Plan*
- Computers come installed, labeled, and configured.

PC sold separate

	RP (underneath)	**RP (No Computer)**	**RP** (on top)
First Station:	$4,171	$3,022	$4,341
Second Station: *(at same location)*	$3,674	$2,674	$3,844
Additional Stations: *(at same location)*	$3,274	$2,274	$3,444

Please see Register Package Options at the end of this section for additional add-on options.

Computer Specifications: **(3 Year ONSITE Warranty)**

- Desktop/Mini-Tower Computer System
- Core 2 Duo **E7500 2.9GHz** on First Station or
  Pentium Dual-Core **E5300 2.6** Processor on 2nd & Additional
- **2 GB** DDR2 RAM (expandable to 8 GB)
- **160 GB** (or larger) **SATAII 7200 RPM** Hard Drive or
- **2 x 250 GB 2nd RAID** (Server) **Edition Hard Drives**
  Makes 2 continuous copies of your data. only on First Station
- **8 USB** (Expandable)**,** Keyboard & Mouse
- Gigabit LAN, DVDROM
- **Windows 7 Professional - 32 Bit**
- AVG Free Antivirus Software
- **3-Year Onsite Warranty** (Computers have Onsite instead of Loaner POS Equipment Service Plan)

***Loaner POS Equipment Plan**: For failing POS Equipment purchased from us (still under manufacturer warranty) we offer loaner equipment while yours is being repaired. **All you pay is shipping both ways!**

Register Package Options:

Reliability Kit (RK)	+ $199	Includes: One 8-Outlet, 650 VAC Battery **Backup Power** Supply ("UPS"), **Two** 1 GB USB "**Flash Disks**" w/USB Ext. Cables (great for data backups).
Deluxe Feature Pack	+ $250 1st station	Adds all Deluxe features to First Station. For unlimited multi-station Deluxe, add $500 (per site) instead.
2D Barcode Scanner	+150 per Station	Omni-directional (Scan from any angle, faster) Scan 2D driver's licenses (**not** all states w/2D supported) Stand **NOT** included.
Label Printer	+ $599	Zebra TLP or Blaster Advantage Label Printer Direct & Thermal Transfer Print mailing labels & price tags w/ or w/o bar codes.
Credit Card Starter Kit (CCSK)	Call	Includes: Artisan Card Processing Module, Processing Software & Phone Support, & MSR (Card Reader). PCI-DSS Compliant!
CCSK w/New Merchant Account	+ $349	**Save money by using one of our preferred providers!!!** PCI-DSS Compliant! Price is for 1st station, additional hardware required for others.
Network Starter Kit (NSK)	+ $325	Includes: Network Setup Phone Support, Network Router, Network cables to connect two computers (10' and 75'). On-going network support not included.
Pole Display	+ $250	For your customers to see items as they are scanned and their order is totaled. Shows change due. Requires serial port.

A la carte Artisan POS Software Pricing Examples for Common Configurations

(Please also see details on following pages.)

POS Plus	Price for 1 Station Price for 2 Stations Each Additional	$799 $1549 +$350	Example for a Store with 1 Register and 1 Back Office: Price is $1549 + $199 (for 60-day Support) = $1748
POS Deluxe	Price for 1 Station Price for 2 Stations Each Additional	$1049 $2049 +$350	Example for a Store with 1 Register 1 Back Office: Price is $2049 + $199 (for 60-day Support) = $2248
POS Multi-Store **Priced Per Store** (Call for breaks on 4+ Stores)	Price for 1 Station Price for 2 Stations Each Additional	$1149 $2049 $+350	Example for a 3 Store configuration with 3 Stations at the Main store and 1 station at each of the other two stores: 2049 + 350 + 1149 + 1149 = $4697 + 597 (for 60- Day Support)
POS Multi-Deluxe **Priced Per Store** (Call for breaks on 4+ Stores)	Price for 1 Station Price for 2 Stations Each Additional	$1399 $2549 $+350	Example for a 3 Store configuration with 3 Stations at the Main store and 1 station at each of the other two stores: 2549 + 350 + 1399 + 1399 = $5697 + 597 (for 60-Day Support)

Prices and Availability Subject to Change without Notice

All Prices are in U.S. Dollars.

ARTISAN™ POINT OF SALE SOFTWARE

(Purchase separately or in Complete Register Packages)

Artisan™ POS Plus (for general merchandise) **$799**

Cash register functions, inventory control **w/true cost accounting**, bar code label printing, customer tracking & mailing list management, accounts receivable, consignment, layaways, special orders, gift certificates, interface to QuickBooks or Peachtree Accounting, sales & inventory reports, general data import/export, extensive hardware support & much more. Includes User's Manuals on CD. Price is for one store, using data on one computer at a time. Sharing data requires Network Module and Additional Station License(s), or Multi-Store Feature Pack.

Deluxe Feature Pack (adds the following advanced features) **$250 for single-station sites**
$500 for sites w/multiple stations

- Automated **Loyalty Clubs** (Frequent Buyer Programs) & **Store Coupon Tracking**.
- **BOGO** (Buy One Get One free) and similar quantity-break pricing and discounts.
- **Multi-vendor** (track part numbers & cost from an unlimited number of vendors ***for the same item***).
- **Gift Registry** • **Employee Time Clock** • **Automatic Billing**.
- **Product Variants** (a.k.a. "Color / Size Grid")
- **Rental Items** (including Late Fees & Reservations).
- **Inventory Kits** (define an item as a collection or assembly of other items).
- **Serial Numbers** (track list of individual serial numbers for an item) & **Limited Edition Tracking**.
- **Inventory Tracking By Location** (quantities of each item at different locations, e.g. warehouses).
  - Includes Inventory Transfers between locations or independent copies of *Artisan*.
- **Remote Operation** (operate one or more stations remotely—e.g. at a show or a customer site, or at home—then automatically combine changes with the main location); requires Station Licenses.
- **Advanced Sales Exports**: Raw sales data in CSV format. Nielsen SoundScan. Management One Open-To-Buy.
- **Buy From Customer:** Items ring up at cost instead of price and add to stock. Print checks right on the spot.

Network Module for Multi-Station Support **$400 per site**

The Network Module lets you use *Artisan* on multiple computers (stations) sharing the same store data at the same time (on a network or with Remote Operation*), with appropriate **Additional Station Licenses**.

Additional Station License **(Requires Network Module)** **$350 per station**

Each Additional Station License lets you use one additional computer with the Network Module. *Artisan* supports up to 99 stations per site (and up to 599 sites, with the Multi-Store Feature Pack).

Multi-Store Feature Pack (share data between multiple sites) **$350 for single-station sites**
$500 for sites w/multiple stations

Allows you to use *Artisan* at two or more sites, directly connected by high-speed network or with Remote Operation. Requires *Artisan POS Plus* for first station at each site; purchase Network Module & Additional Station Licenses as needed for multi-station sites. Lets you share customer, inventory & sales data, but report sales by site or as a whole. Customers can use gift certificates & credits from one site at another site. Includes **Remote Operation & Inventory Tracking By Location.** Per-site sales tax & accounting settings.

Internet Store Interface (included with Vision Technology's Service) **$350**

Allows access to the Internet Store fields in the Item Record screen and provides a communication interface for developers to import data into Artisan and an OBDC driver interface for export. Developers Kit provided with approval of developer application and purchase of ISI. Please keep in mind that considerable developer time is required to complete the interface, so you'll probably be better off going with Vision Technology's existing Artisan-compatible eCommerce solution. Artisan Version 3.3 or later is required.

Artisan™ POS Lite (for stores that don't need customer tracking or consignment) **$449**

All *Artisan POS Plus* features **except** Customer & Mailing List Management, Layaways, Special Orders, Consignment & Accounts Receivable. Does NOT support Deluxe or Multi-Store Feature Packs.

Frame Shop Feature Pack (Adds fully integrated support for large (production) or small custom picture framing shops.) **$350**

Printed Copy of Artisan User's Manual **full-color $45** **black & white $25**

*Requires Deluxe Feature Pack

For details on *Artisan* Features, System Requirements & Supported Devices see the *Artisan POS Plus Detailed Features List* (http://certek.com/Artisan_POS_Plus_Detailed_Features.pdf).

UPGRADES, SUPPORT & TRAINING

***Artisan* Software Support Plans & Individual Support Incidents**

- All plans & individual support incidents include support by phone (**toll-free** in the US), fax, or email.
  - One call may cover several "incidents" (issues), or a single incident may take several calls.
  - We reserve the right to limit phone calls to 30 minutes, and total time in one day to 90 minutes.
- **All *plans* include** access to **ALL *Artisan* software upgrades** released while plan is active, at no additional charge.
  - To start on a plan, you must be using the latest version; otherwise, you must purchase an upgrade.
- Coverage is limited to help installing & configuring *Artisan* software, setting up supported POS devices to work with *Artisan*, and basic *Artisan* operation, unless provided for in specific plans. Additional charges apply for general computer & network help not directly related to *Artisan*, except as set forth below.

Broadband Internet service (cable, DSL, etc) is highly recommended for superior technical support, training & S/W updates.
***Receive Discounts on Support if you have a working High Speed Internet Connection. Discounted price printed in blue.**

60-Day Software Support Starter Pack – Artisan Software Incidents – Hardware support not included unless it was purchased from us. See Below. **Includes 2 Hours Training – Additional Training is $45.00/hour.** **$299**

Hardware Support **-For hardware not purchased from us.** *Limited to supported Artisan devices. **$50.00 / hour**

Monthly Plans with Automatic Renewal (6-month minimum)

Basic Support plan– Includes: **Artisan Software Upgrades** for your edition, **1 incident per month**, and $25/additional incident (50% off) — $33.95/mo ***$29.95/mo**

Standard Support plan– Includes: **Artisan Software Upgrades** for your edition, **4 incidents per month**, $25/additional incident (50% off) — $49.95/mo ***$44.95/mo**

Premium Support plan– Includes: **Artisan Software Upgrades** for your edition**, "Unlimited"** incidents (within reason), and **increased coverage** (see below) — $99.95/mo ***$79.95/mo**

Individual Support Incidents without a plan- (price is per hour w/1 hour minimum charge) — $60 / hour ***$50.00 / hour**

Individual Upgrades without a Support Plan — **minor** upgrades **$250**

Major upgrades include 2 support incidents and a new manual. — **major** upgrades **$445**

We typically release at least two minor upgrades, or one minor and one major upgrade, per year.

Premium Support includes Standard *Artisan* Software Support plus telephone (or email) help with all computers & equipment used with *Artisan*, even if not purchased from us, including configuration and troubleshooting of in-house networking (LAN) used to connect multiple computers. We will assist you to the best of our ability to determine the nature of the trouble and fix configuration problems; repair costs are not included. Networking support is limited to general connectivity and the basic file sharing needed to make Artisan operate; does not include configuration/diagnosis of file servers except by special arrangement.

Support Hours

Standard phone support hours are Mon – Fri 9 AM – 6 PM Eastern Time, and 10 AM – 5 PM on Saturday.

Extended hours support is available by call-back for an additional charge of **$20 per incident**.
Extended hours are currently Mon – Fri 6 PM – 9 PM, Sat 5 PM – 7 PM, and Sun 10 AM – 5 PM ET.

Pacific Time Extension: For our US & Canadian customers calling from the **Pacific Time Zone or further west**, we will waive the additional surcharge for after-hours support up until 6 PM **Pacific Time** on weekdays (except holidays), as long as you maintain a support plan at "Standard" or higher. Only applies to ***urgent*** issues; for general questions & help setting up *Artisan* or supported devices, please call during normal hours. In all cases, these incidents also count towards your monthly limits (if any), as described in your support plan, with normal charges if you exceed your limits.

Training & Other Services

Online Training - We bring the training session onto your computer via the Internet, live, from one of our top-notch specialists. One-on-one on the phone or on a conference call with a group. We can even host training sessions for people from multiple computers anywhere they have access to the Internet. **$45/Hr.**

On-Site Installation & Training (where available) **$75.00/hr** ($600 per **day**)**, plus travel expenses**

Data Conversion Service (we convert existing Customer & Inventory data into our format) **Typically $200 - $300**
Choose this service if you don't want to import your data by yourself, using *Artisan*'s import feature.

Off-Site Backup Service – Automatically Backup your data to our Secure Servers. Internet Required. **Call**

POS ACCESSORIES

We have an immense array of hardware available, here are just a few... Call us for details.

Cash Drawers

Steel-Front 5-Bill 5-Coin Cash Drawer with Media Slots – 19" W X 15" D X 4" H	**$275**
Economy Narrow 5-Bill 5-Coin Cash Drawer with Media Slots – 16½" W X 16½" D X 4½" H	**$158**
Deluxe Media Slot 5-Bill 5-Coin Cash Drawer – 17½" W X 16" D X 4" H	**$260**
Long 5-Bill 5-Coin Cash Drawer with **Deluxe Media Slots** – 17½" W X 20" D X 4" H	**$295**
POS Platform & Printer Frame for mounting other components on top of Long Cash Drawer	**$125**

Media Slots allow insertion of checks or other papers w/o opening drawer. **Deluxe slots** have dividers under drawer.

Under-Counter Mounting Bracket for Cash Drawers	**$25**

Label Printers

Print directly from *Artisan* onto rolls of labels with or w/o bar codes. Includes cables.

Zebra TLP Series Label Printer (formerly made by Eltron) – Direct Thermal & Thermal Transfer, comes with Serial, Parallel, **and** USB ports – choose **1 free** cable. Has center guide to deter label drifting.	**$599**
Blaster Advantage Label Printer – Direct Thermal & Thermal Transfer, comes with Serial and Parallel ports.	**$599**

Portable Data Terminals (PDT)

Handheld PC w/built-in bar code scanner, small display & keypad

Great for Physical Inventory Counting, Taking Orders by walking around w/customer (great for trade shows), Purchase Orders, Receiving, Gift Registry, and creating Inventory Kits.

PDT Starter Kit, with Optimus S, Cradle, Artisan Interface, Setup Help & Training (by phone)	**$749**
Metrologic Optimus S 2 MB Laser PDT w/Cradle/Cable, Belt Clip, Power Supply, and Software. ***Includes Product Lookup Table support to verify items as you scan.***	

Supplies (for Label & Receipt Printers)

We stock receipt paper, ink, labels, ribbons, and more. Call us for pricing.

WARRANTIES & RETURN POLICY

- All of our products, unless explicitly sold as used goods, are covered by warranties against manufacturing defects from their respective manufacturers or from CerTek, for at least 1 year from the date of purchase.
- You may return ARTISAN software within 30 days of the date received, for any reason, for a full refund less $75 restocking fee. The software must be returned with its user manual and dongle, if any, along with any other provided materials. If the manual has been written in, or is otherwise damaged, there will be an additional $50 manual replacement fee. This special refund policy does not apply to other merchandise.
- You may return DEFECTIVE merchandise or merchandise DAMAGED IN SHIPMENT, for replacement, repair, or credit toward future purchases. If damaged in shipping, please refuse delivery or inform the carrier at the time of delivery, and return within 15 days. You are encouraged to unpack and test all equipment upon receipt; certain electronic components can suffer damage that is not obvious upon visual inspection.
- You may return unused NON-DEFECTIVE merchandise, within 30 days of delivery and with prior approval, for exchange or credit only (**no refunds**), provided such merchandise is a regularly stocked item and was not specially ordered or customized. Returns of non-defective merchandise are subject to a minimum 15% restocking fee unless completely unopened; this fee may vary depending on the condition of the returned merchandise; some merchandise can only be accepted if unopened. **You must call for an RMA # for returns.**
- After 30 days from the date of delivery, all sales are considered final, and no returns will be allowed.
- ALL RETURNS must be accompanied by an RMA (Return Merchandise Authorization) number, obtained from our Sales Department at 877-723-7835 or sales@certek-software.com, and must be shipped freight prepaid.
- **Returned merchandise must be complete and PACKED IN ORIGINAL PACKING MATERIALS.**
- We strongly recommend you **fully insure** your return shipment and that you use a carrier that can provide you with proof of delivery. We cannot issue credit for items lost or damaged in return shipment.
- All shipping & handling and labor charges are non-refundable.

Integrated Credit/Debit & More

PCI-DSS Compliant

Ask your sales representative for details.

Why Choose CerTek Software Designs for your POS Software?

We Know Retail

Over and over, we hear our customers tell us how impressed they are that we thought of everything. We understand Retail because both founders of the company have prior experience owning retail businesses, and their extensive software design background let them turn that experience into a computer program built from a retailer's viewpoint.

We understand your need to get your merchandise out on the floor, to have accurate inventory counts, and to have somebody that not only cares about you and listens to your issues, but has the expertise to answer your questions quickly and correctly.

We Make Software for Everyone

We specialize in making software that's intuitive, obvious and easy to use, even if you've never used computers before. At the same, we offer advanced features and sophistication that even the most technical user can appreciate.

We Design & Build the Software Ourselves

On the rare occasion when you do need help using or learning the software, who better to support you than the people who wrote the software in the first place?

We're also constantly trying to find new ways to help you to get your job done, which often just takes thinking about it another way... We really listen to our customers. Our team works hard to empower the independent retailer, not hold you back.

We Help You Protect Your Investment

CerTek has unique offerings such as our Loaner Equipment Service Plan*, equipment rental, and complete turnkey hardware/software packages that work well together. We set up and test every unit before it ships, and we offer friendly US-based support. Best of all, all of our support plans come with unlimited free software upgrades!

***Loaner Equipment Service Plan, included with any equipment you purchase from us: As long as your equipment is under warranty, we offer free loaner replacements for failing equipment while yours is repaired. (You pay shipping.)** Subject to some restrictions.

Point of Sale Artisan™ Software for Windows

CerTek™ SOFTWARE DESIGNS, INC.

877-723-7835
www.certek-software.com
465 Patricia Ave., Suite 200
Dunedin, FL 34698

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